

START UP

1

GET THE APP

Download the UP by Jawbone app for iPhone® or Android and activate your band. Visit up.jawbone.com from your phone to download the app.

Go to the help menu within the UP app or visit www.jawbone.com/support/up to discover how the UP band and app work together to help you make smarter choices, to learn how to care for your band, and to find answer or consult with a Jawbone tech.



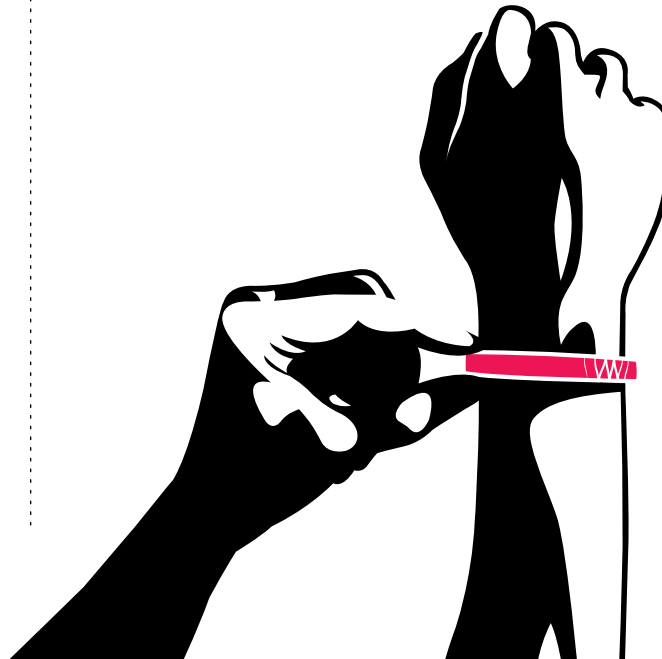
2

WEAR THE BAND

Track your activity and sleep 24/7.

UP24 is flexible, but it's not a rubber band. Twist it just enough to slip on and off. To put it on, slip your fingers and hand through the opening, then slide the band down and onto your wrist.

To take it off, grasp one side of the band where the two ends meet and pull the band straight away from your arm.



3

TRACK YOUR PROGRESS

Steps

UP suggests default daily goals (10,000 steps and 8 hours of sleep) based on recommendations from the National Sleep Foundation and the World Health Organization. Users are welcome to use these default goals, but are also encouraged to adjust the goals based on what's most appropriate for their individual needs.

To confirm or adjust your goals, access the app's left menu screen and tap Goals. Slide the meter bars to the goals you're looking to achieve, and select Save.

Sleep Mode

Turn on: press and hold the button on the band until the moon flashes and the band vibrates once
Turn off: the band will automatically exit sleep mode when you awake by detecting your movement. Alternatively, you can also press and hold the moon button again to manually exit sleep mode.

Weight/Food Score

Members of the UP community can now set a weight goal in the app. UP then recommends a personal daily calorie goal, helps you balance calories burned versus calories consumed, and shows your remaining calorie balance for the day. Together, the calorie goal and Food Score form a simple, intuitive and comprehensive path to healthy nutrition. Visit <https://www.help.jawbone.com/up> or <https://www.help.jawbone.com/up24> for more details.

WRISTBAND

FITS
COMFORTABLY
ON YOUR WRIST

MODE INDICATOR LIGHTS

BUTTON
STATUS LIGHTS



SYNC PLUG
Remove silver cap to
reveal 3.5mm plug



SIZE & FIT

- Band should fit comfortably on your wrist
- Wrap the band around your wrist as shown below



WRISTBAND

TRACK YOUR
ACTIVITY
& SLEEP

BAND MODES

Your band has two primary modes — Active and Sleep — plus Workout Tracking, as indicated by the status lights on the band. Press the button once to see which mode you are in.

ACTIVE MODE

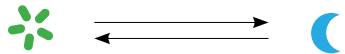
Keep your band in active mode throughout your day to track steps, distance, calories burned, pace, and intensity level.

SLEEP MODE

Put your band in sleep mode when you're ready to fall asleep to track hours slept, deep vs. light sleep, awake time, and overall sleep quality.

CHANGING MODES

Press and hold the button to toggle between active and sleep modes. When you change modes, status lights will blink and the band will vibrate.



WORKOUT TRACKING

Workout Tracking is a way to timestamp a specific activity to see how you performed during a fixed period of time. If you want to see how many steps you walked on a hike or how many calories you burned on a jog, then initiate Workout Tracking when you begin your workout and exit Workout Tracking when you finish.

START A WORKOUT

In the active mode, press the button twice and hold on the second press until LED changes from solid to flashing.



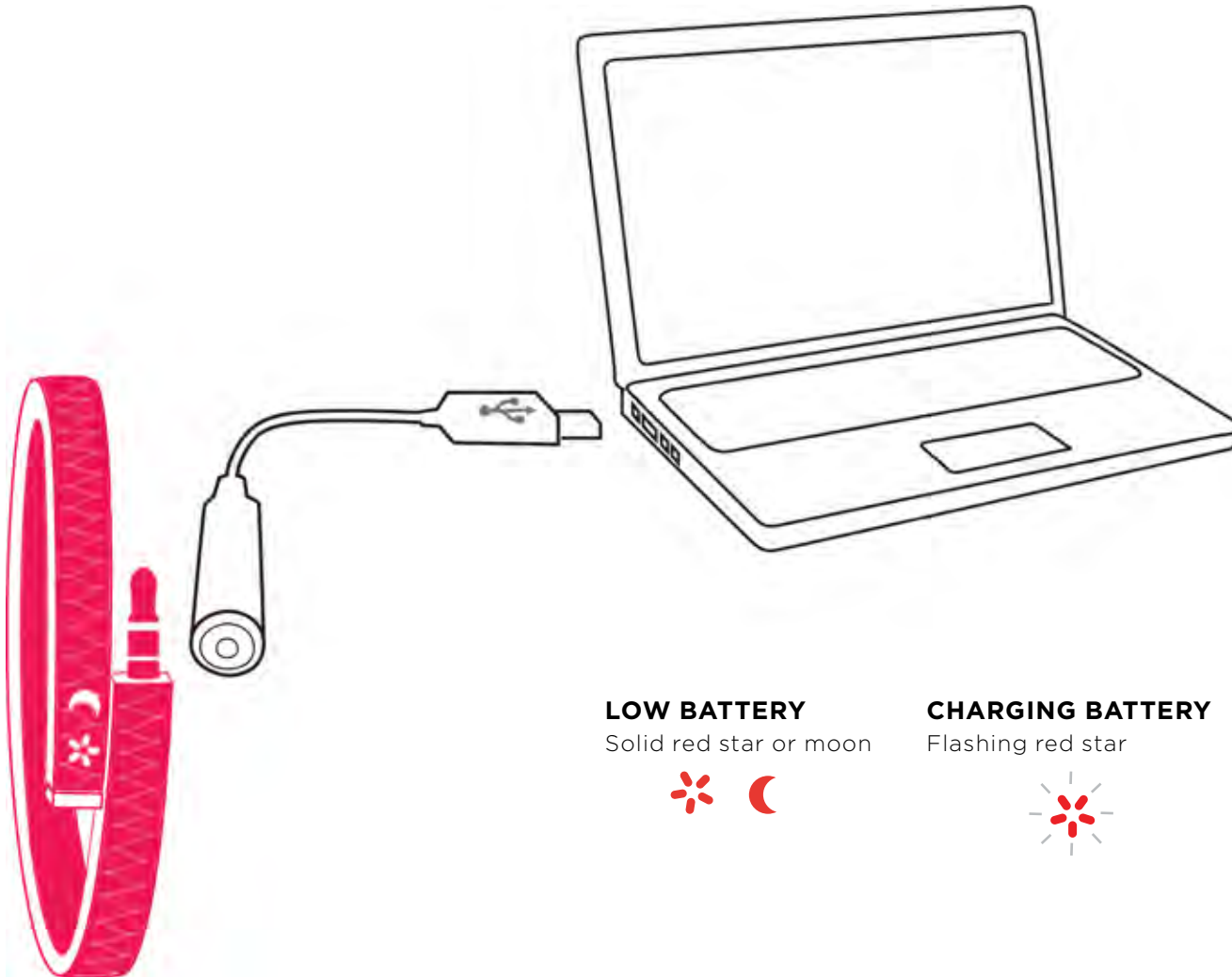
STOP A WORKOUT

Press and hold the button until LED changes from flashing to solid.



WRISTBAND

CHARGE
YOUR
BAND



LOW BATTERY

Solid red star or moon



CHARGING BATTERY

Flashing red star



FULLY CHARGED

Solid star



FAQ about Jawbone UP/UP24

The Band

1. Is it water resistant? Can I wear it swimming?

Your band is rain, splash, sweat, and shower-resistant, but you should remove your band before swimming, surfing, or exposing to other extreme conditions and activities like saunas and steam rooms. Do not submerge your band in liquids, including hot tubs or baths, at any time.

2. What is UP made of?

UP is encased in medical-grade, hypoallergenic rubber. It is smooth, flexible and completely latex-free. The cap is made of Nickel and TR-90 Nylon. Inside, UP contains sophisticated technology — a processing core, battery, vibration motor, sensors and memory — so treat your band with care and avoid unnecessary bending.

3. How does UP sync?

UP was designed to quickly and simply sync your data with your device using the 3.5 mm headphone jack. Carefully plug your band directly into the jack, and do not bend UP during sync.

4. How should I take off/put on my band?

Bend your band just enough to take it off and put it on, one end at a time. Avoid excessive stretching and twisting, and take extra care when syncing or removing clothing.

5. How do I clean my band?

Clean the exterior of your band with Isopropyl Alcohol or alcohol-based sanitizer applied to a cloth or cotton swab. Do not submerge the band in any liquids.

6. How long does the battery last?

The battery in your UP band lasts up to 10 days when fully charged. Enable notifications on your device to receive a friendly reminder when it's time to charge your band. We suggest charging while doing a stationary activity - at your desk, during a shower or relaxing on the couch, and keeping the cap near the band while on the charger. UP typically takes about 80 minutes to fully charge, but will charge to about 80% in 45 minutes.

7. How does UP track my movement and sleep?

UP uses a precision motion sensor and powerful algorithms to passively track and quantify your steps, distance, calories, active time, and idle time. It calculates calories burned based on your age, gender, height and weight, along with activity intensity and duration. UP uses Actigraphy to track your sleep, monitoring your micro movements to determine whether you are awake, in light sleep, or in deep sleep.

8. How do I know it's accurate?

Your UP band uses cutting-edge MotionX technology to track activity, giving it superior accuracy. While variations in user, terrain, and activity conditions can influence specific calculations, testing has shown UP to provide industry-leading accuracy in tracking activity and sleep. You can also use the built-in calibration feature to make UP even more accurate for you.

9. Will it work if I cycle, do yoga, or other non-step-based workouts?

The UP app allows you to log the duration and effort level of a variety of different workout types, so you get credit and estimated caloric burn for non-step-based activities. Additionally, the UP band has a Stopwatch mode that lets you "tag" the start and end of your activity. Once you've synced your band, you can enter the details of your workout.

10. How does UP know my exertion level? Will it track my heart rate?

UP uses a precision motion sensor to track your movement intensity and exertion level throughout the day, that does not read or rely on heart rate. You can also enter your effort level for specific workouts you log in the app.

11. Which wrist should I wear it on?

We've found wearing UP on your non-dominant hand delivers the most accurate results, but either wrist will work.

The App

12. What devices are compatible with UP?

Check out the current UP device compatibility list.

13. How do I get the app?

The UP app is available for free in the App Store and Google Play.

14. How does UP track what I eat, and where do the nutrition guidelines come from?

We've made tracking what you eat or drink quick and easy, with the flexibility to go as light or deep as you want. This can be as simple as using a photo, or as detailed as capturing all the information in a nutrition label. You can select a picture from the UP gallery of food items, or snap your own; scan a barcode or type in to search our food database; or create your own items, entering how many calories, fats, proteins, and carbohydrates you ate. Rather than focusing only on calories, UP encourages you to eat a healthy and balanced diet by mapping the foods you log to daily percentages based on USDA recommendations.

15. How does the app come up with the insights it gives me?

Jawbone has a team of data scientists, machine learning experts and writers who analyze system data to recognize trends, patterns, and correlations to create algorithms that deliver meaningful insights to you, based on your personal data. The more you track, the richer the reward.

16. What is a Smart Alarm and how does it work?

The UP Smart Alarm is a great way to wake up feeling refreshed. Set up to four alarms, and UP analyzes your sleep cycle to wake you with a gentle vibration, at the most ideal time within a 10, 20 or 30-minute window.

17. What is an Idle Alert and how does it work?

The UP Idle Alert is a great way to remind you to get up and move. You can set an Idle Alert within the app, so the band will gently vibrate if you've been inactive for a period of time.

18. What data is stored on the band, in the app, or on my phone? What if I want to delete my data?

Your band will store up to nine months of movement and sleep data. You can delete any activity or sleep tracked in the band via the Help screen in the app. Performing a hard reset of the band will also erase all data from your band. Once synced, your data is stored in the Cloud so you can access your data anywhere, though the app will cache your most recent data to improve performance.

19. How does Jawbone protect my privacy?

Jawbone believes your data belongs to you. We take the responsibility of protecting your data and privacy seriously. You must accept a friend request in order for any of your data to be shared, and you can also choose what information is shared.

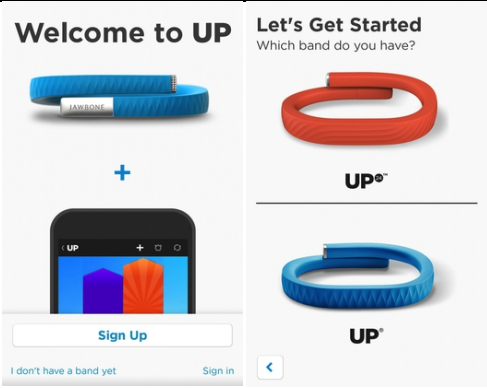
20. How can I see my progress?

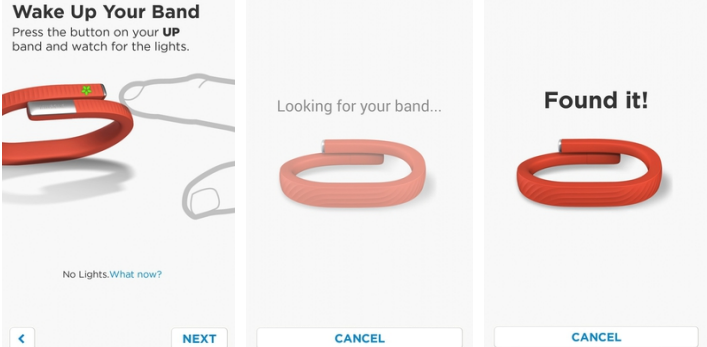
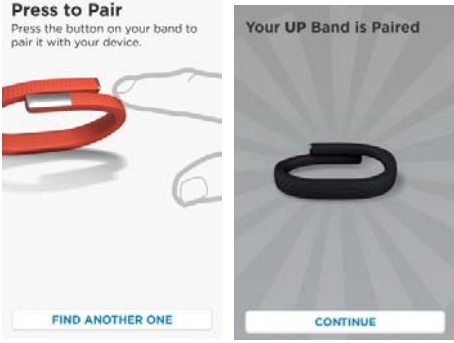
All of your data is viewable through the app. Your Home screen shows daily progress; your Trends screen shows activity over days, weeks, and months; and your Lifeline shows your progress since using UP. You can also download your data from the Account Settings section of Jawbone.com.

Pairing UP24 with my iOS.Android Device

21. How do I set up pairing?

If this is your first time pairing your UP24 band to your phone or tablet, please follow the steps below.

Step 1: Phone, Tablet or Computer: Turn Bluetooth on Select 'Bluetooth' menu. Tap radio button to turn Bluetooth on. Notice the Bluetooth icon in the top panel when Bluetooth is turned on.			
Step 2: Open the UP24 App To pair your UP24 band with your phone, you will need to download the UP app from Google Play/iTunes. Once the app is downloaded, open the app. If you have an account, tap 'sign in'. Otherwise, tap 'sign up' to make a new account Tap the link to the band that you have.			

<p>Step 3: Wake Up Your Band</p> <p>Press the button on your UP24 band and watch for the lights. The app will attempt to detect your UP24 band. If the app finds your band, you will see the screen that says ‘found it!’.</p>	
<p>Step 4: Press the button on your band to pair it.</p> <p>When your band is successfully paired, you’ll see the screen ‘Your UP Band is Paired’.</p> <p>Once your Jawbone device and phone or tablet have been paired, they will automatically connect with each other when turned on (and Bluetooth on your phone or tablet is enabled).</p>	

Synching

22. How do I synch my UP?

The wristband tracks movement and sleep in the background. The app displays the data collected, and allows the addition of things like meals and mood, delivers insights, and allows integration between UP and other wellness apps. The UP app is available for free on the Apple app store and Google Play. A list of devices compatible with the UP system can be found [here](#).

The data collect by UP is synched to the app when the band is plugged into the headphone jack on your device.

- To synch UP, remove the cap on the band and launch the UP app.
- When the app is open, plug the band into the headphone jack and the app will begin synching automatically.
- When the band syncs, the status lights will flash, and the app displays a sync progress bar and the amount of battery life remaining.

- The activity and sleep data collected will be displayed on UP's feed and the progress bars on the Home screen.

23. How do I synch my UP24

UP24 is a system. The band tracks your movements and sleep, and the app displays your data. Data collected by the band is communicated wirelessly to the app through Bluetooth LE when the devices sync.

- The band needs to remain connected to your iPhone or Android device to consistently synch data. Press the mode button on the band to connect at any time; the device will synch once connected. When synching, a progress bar displays in the app.
- Data from the band syncs with the app every minute when the band is connected to iOS device (within 33 feet) and the app is open. It syncs every 20 minutes when the band is connected to your iPhone or Android device (within 33 feet) and the app is running the background.

Soft & Hard Reset

24. What if UP doesn't respond when the button is pressed?

If you are having trouble with your UP, try a soft reset.

1. Start with the UP connected to the charger, but do not connect the charger to a power source.
2. PRESS + HOLD the end button on the UP while connecting the charger into the USB port on a well-powered computer.
3. Release the button on the band. The Sun status light cycles through multiple colors, then will begin to slowly pulse, indicating that the band is charging normally. If the band is Orange or Purple, the Sun first glows solidly, then the Sun and Moon status lights flash alternately.
4. Allow the band to charge for a full 80 minutes, until the Sun status light changes to a solid light.
5. Remove the UP from the charger. The Sun status light will begin to flash quickly. If the band is Orange or Purple, the Sun and Moon status lights flash together.
6. Launch the UP app. Allow it fully open, then plug in the band. The sync will start automatically. If it doesn't, initiate the sync manually – for iOS devices swipe to the right menu screen and touch Sync Now. For Android, touch the sync spin circle in the upper right hand corner of the Home screen.
1. **If a soft reset doesn't work**, try a Hard Reset on the band. A Hard Reset will restore UP to factory settings, so be sure to sync the band first. Press the button on UP 10 times in a quick, consistent pace. On the 10th press, hold the button for 10 seconds until the Sun status light is displayed. Launch the UP app. Allow it fully open, then plug in the band. The sync will start automatically. If it doesn't, initiate the sync manually.