

# Boomerang Plus Activity Tracker



The Boomerang Plus is an activity tracker that transmits physical data to a smart phone or tablet using the app available at [bmc.app.sbwell.com](http://bmc.app.sbwell.com). This data is then transmitted to Sonic Boom's server through your mobile device. See additional details on the Boomerang Plus below.



## How it works



As the Wellness Program rolls out activities, competitions and challenges of the day, Boomerang Plus will collect each participant's physical activity data for such activities as walking, running and cycling.

If you already have a preferred device for tracking your activities, the Sonic Boom database integrates with many devices including Fitbit, Jawbone, Garmin and Misfit. If you happen to be an avid cyclist, Sonic Boom even integrates with the Strava app.

## Obtaining a Boomerang Plus

Health Builders will receive a Boomerang Plus in their BMC Health Builders kit, but will need to download the app. Other employees who enroll in the BMC Wellness Program may purchase the Boomerang Plus at a special BMC price through the Sonic Store for only \$25. Members are limited to ONE device at this discounted rate. Additional orders are welcome at the regular \$60 cost. Coworkers can order Boomerang Plus by logging to their Sonic Boom account, select the Sonic Store tab, locate the Boomerang Plus and follow the prompts to order your device. If you have questions or problems, just email [support@sbwell.com](mailto:support@sbwell.com).

## Replacement Boomerangs and Accessories

Replacement Boomerangs and accessories (charging cradle, colored band and hip clip) can be purchased by accessing the Sonic Store through your personal Sonic Boom portal.

# How Health Builders Can Help Coworkers with Their Boomerangs

As a BMC Health Builder, you are asked to familiarize yourself with the Boomerang Plus and the app so you can be a resource to your coworkers and answer their questions. For questions that you cannot answer, refer your coworkers to the support team at [support@sbwell.com](mailto:support@sbwell.com).

## Answers to Frequently Asked Questions

### How do I register my Boomerang Plus?

You can register the Boomerang Plus through the Sonic Boom mobile app or you can use your desktop or laptop computer to download the app from the Sonic Boom site.

### How do I know if my smartphone is a compatible device for the Boomerang Plus?

Check the [list](#) of compatible devices.

### What about updates?

Through Sonic Boom mobile app a pop-up will automatically appear when a new update for the app or Boomerang Plus is available. Follow the prompts to update.

### What if I lose my Boomerang Plus or the charging unit, how do I get a new one?

Replacements can be purchased through the Sonic Store.

### Is the Boomerang Plus waterproof?

The Boomerang Plus is water resistant, meaning washing hands, sweating, or small splashes are okay. The Boomerang Plus is not fully waterproof, so be sure to avoid extended exposure to water – especially with activities such as swimming, surfing, diving and showering.

### What is the warranty policy?

The Boomerang has a one-year warranty after its shipment date. Full troubleshooting with the Sonic Support team is required before a returned merchandise authorization number will be issued. Contact [support@sbwell.com](mailto:support@sbwell.com) for warranty support.



# Troubleshooting the Boomerang Plus



## **I'm trying to register my Boomerang Plus through the Sonic Boom phone app but it's telling me that my phone does not have Bluetooth 4.0.**

Mobile devices must have Bluetooth 4.0 to register a Boomerang Plus and to offload to the Sonic Boom app. Check the list of compatible devices to see if the device is compatible with the Sonic Boom mobile app. If not, the user will need to use the SonicPed. Contact [support@sbwell.com](mailto:support@sbwell.com) for support.

## **I registered my Boomerang Plus and now it's only showing me a 4-digit code.**

After registering your Boomerang Plus, you will need to pair it to the phone app as follows:

1. Log into the Sonic Boom mobile app using your Sonic Boom login credentials
2. Double-tap the Boomerang Plus screen to bring up the four-digit pairing code
3. Follow the pairing wizard, entering the pairing code when prompted.

## **I wore my Boomerang Plus when I was on a bike ride and it didn't capture the correct time or distance.**

The shortcoming on wrist-worn devices is that it tries to filter out activity that isn't supposed to count (e.g. waving your hands while you talk) and it will have a hard time tracking activity when your hands are not moving at all (e.g. holding onto the handle bars of a bike).

For biking (or other non-impact activities), the Boomerang Plus may underreport time. The motion is not enough to be captured by the device, or it may have interpreted some of the motion as non-activity and omitted it. Distance is also hard for the Boomerang Plus to determine during a non-impact activity because distance is calculated based on steps and stride length.

## **I synced my Boomerang Plus to the app but what's on my Boomerang Plus doesn't match what's on my Sonic Striding page.**

When syncing the Boomerang Plus to the mobile app, wait until the Boomerang Plus tile reads connected after syncing. Depending on your connection, the app may need a couple of minutes to connect to the Sonic Boom servers.

When you offload your activity, your Boomerang Plus tiles will say connecting...syncing...connected. Once the tile indicates connected, your activity was successfully offloaded to the mobile app and sent to the Sonic Boom servers – it is logged and sent to your personal dashboard. Keep the mobile app open until it indicates that your Boomerang Plus has finished syncing.

**For troubleshooting or other issues, BMC Health Builders should contact  
Sonic Boom at [support@sbwell.com](mailto:support@sbwell.com).**