



## ZionCare

Wearable device and application user guide.

## Introduction

ZionCare is a platform that collects medical-grade data for sleep health monitoring, and it includes a wearable pulse oximeter, an app on your phone and a web-portal for clinicians to monitor your data remotely. In here, we will show you everything to get up and running from wear the device correctly, to install, to sign-in, and to your first sleeping report.

## Compatibility

ZionCare wearable device is compatible with mobile devices. Below is a condensed list of compatible devices. All Apple products require iOS 13.0 or later.

- Android
  - Huawei Y9
  - Samsung A51
  - Oppo Reno6 Z 5G
  
- iPhone
  - iPhone 11 (iOS15.4.1)

## Support

Any questions, concerns, or issues regarding the app may be resolved by contacting the MtM support team. Clicking the “help” button on the app will prompt you to send an email to MtM’s customer service department. Users may also contact our support team by phone or direct email.

Email: [support@mtmtech.com.tw](mailto:support@mtmtech.com.tw)

Phone: [+886-2-7736-7386](tel:+886-2-7736-7386)

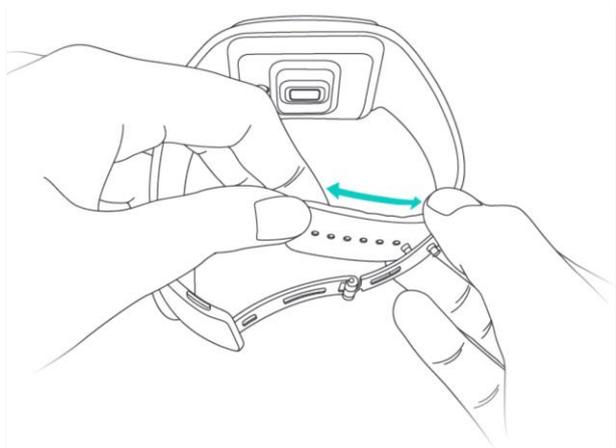
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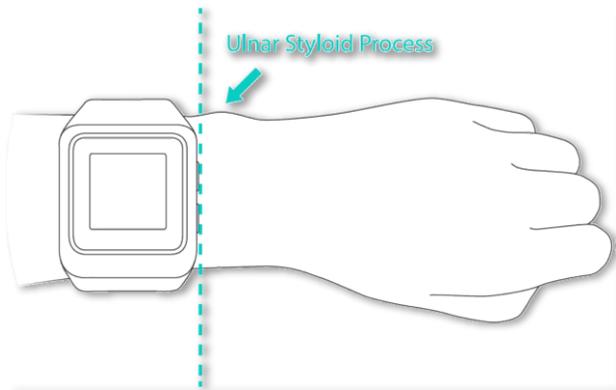
## How to use the wearable device?

## Device wear

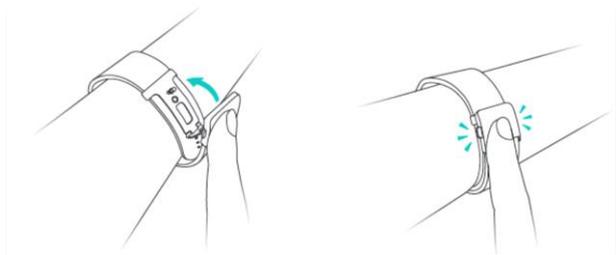
Adjust the band at a suitable length.



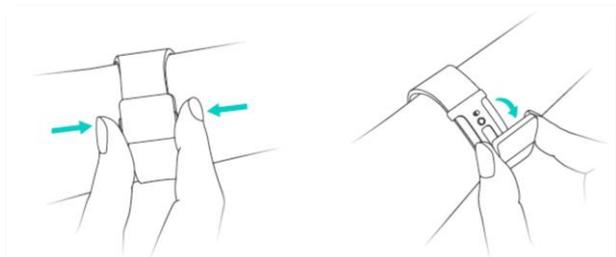
Don't let the device edge over or cover the wrist bone.



Clasp the folding buckle. Please note that the device needs to wear snugly against the skin and won't move back and forth when you swing your arm.



Press reeds at the side of folding buckle and pull up. Then, the device can be removed.



## Device operation

Long press the button at the bottom right of the wearable device to turn it on, please pay attention to whether the battery is sufficient.

After power on, the button on the lower right side of the wearable device can switch to the menu and select menu items.

After powering on, the button on the upper right side of the wearable device can switch the screen of time and detection mode, and can also switch options in the menu.



## Wearable check

After wearing, please click **Record Now** through the ZionCare App to enter the measurement mode.

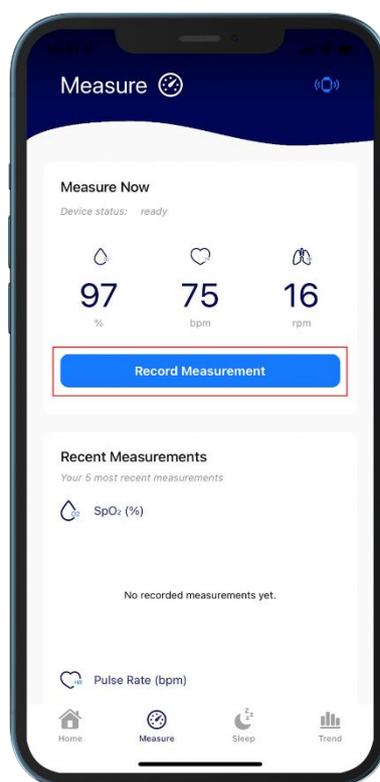
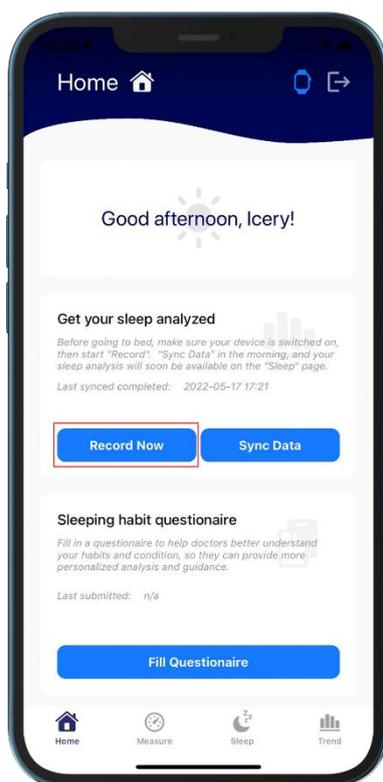
In the measurement mode, please keep the wearable device and the forearm level still, and confirm that the values on the App are within the normal range. You can also click the **Record Measurement** to save the current data. If the values are not within the normal range, please adjust the tightness of the wearer to ensure it is recorded appropriately.

Under normal conditions:

The SpO2 should be between 95%~100%. (Below 90% is considered lower than normal.)

Pulse rate should be between 60/bpm~100/bpm.

Respiratory rate should be between 12/rpm~16/rpm.



## Get the best results

The way of wearing is the link that most directly affects the monitoring results, please pay attention to these points:

1. When wearing, confirm the tightness of the wearing, and ensure that the wearing device is in parallel with the skin to improve the monitoring accuracy.
2. The wearing position should be behind the wrist bone. If it cannot fit the skin, it can be moved to the upper part of the arm.
3. The ZionCare wearable device is a monitoring device specially made for sleep, and the monitoring should be done during stillness or sleep as much as possible.

For a small number of users, some factors may cause the measurement to be inaccurate:

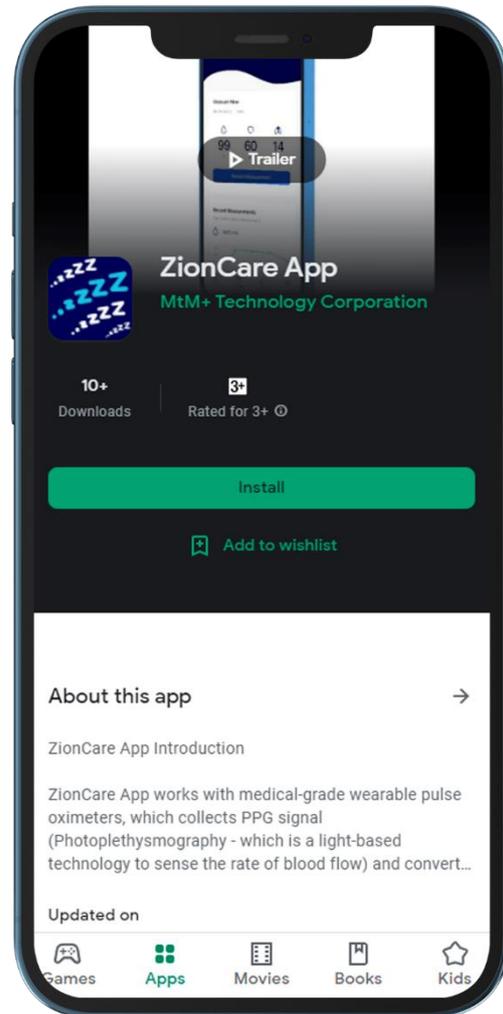
- Skin blood flow, if the blood flow is too low due to the surrounding environment, it may affect the monitoring of blood oxygen concentration, such as too cold in winter.
- Skin changes, such as temporary or permanent skin changes such as tattoos, may also affect the monitoring results of the wearable device.
- If the body movement is not still and relaxed during the measurement, it will also make it difficult for monitoring to judge the current physical condition, such as arm force, shaking, etc.
- The heart rate is too high. If your pulse rate at rest is higher than 150/bpm, it will not be able to monitor effectively. Normally, it should be between 60/bpm~100/bpm.

## How to install the ZionCare application?

## Install the application

Apple users:

Go to the App Store and search for the **ZionCare App** to download and install.

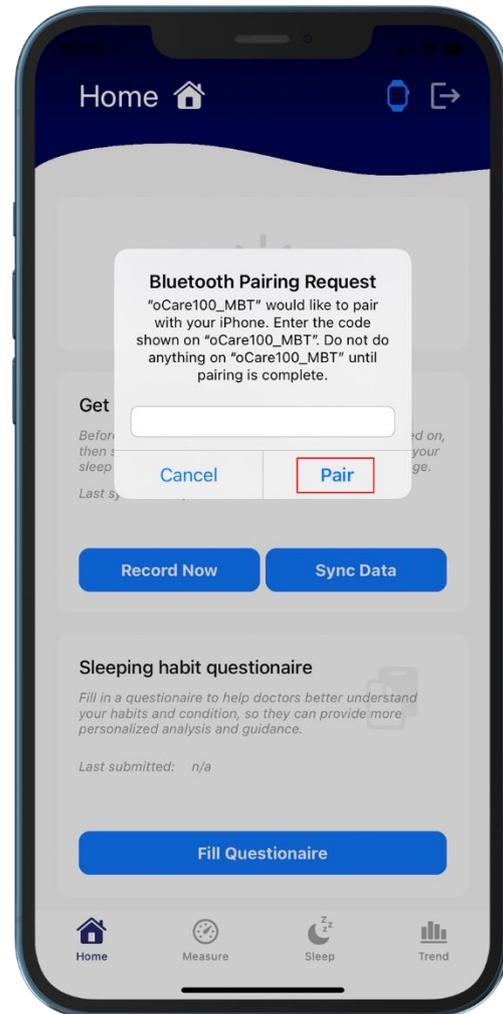


Android users:

Go to Google Play and search for **ZionCare App** to download and install.

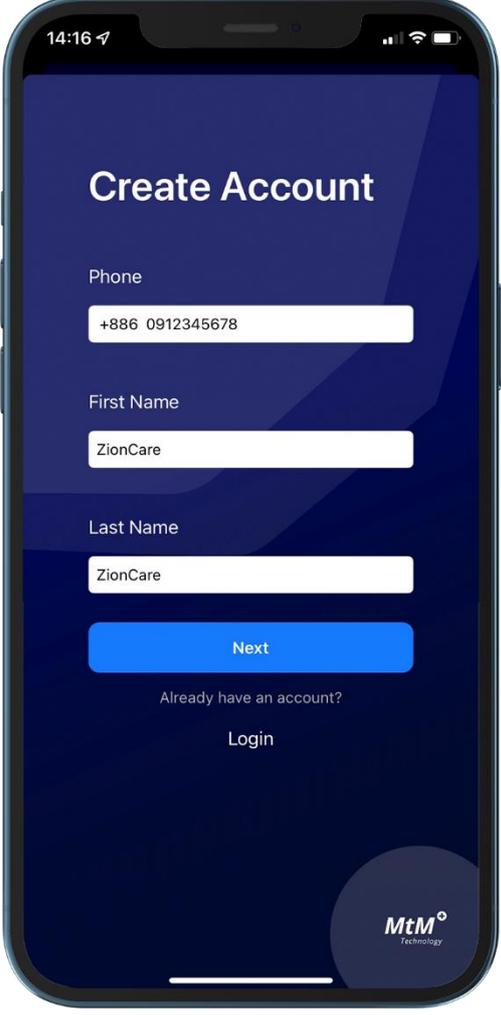
## Enable bluetooth transfer permission

After the installation is complete, the ZionCare app needs to turn on the Bluetooth transfer permission to upload the wearable device data to the app.



## Create an account

If you don't have an account, you can sign up by clicking **Create Account** after entering the app .



The image shows a smartphone screen with a dark blue background. At the top, the status bar displays the time 14:16 and signal strength. The main heading is "Create Account" in white. Below it are three input fields: "Phone" with the value "+886 0912345678", "First Name" with "ZionCare", and "Last Name" with "ZionCare". A prominent blue "Next" button is centered below the fields. Underneath the button, the text "Already have an account?" is followed by a "Login" link. The MtM+ Technology logo is in the bottom right corner.

## Fill in the account information

When registering an account, you need to fill in basic data such as gender and birthday.



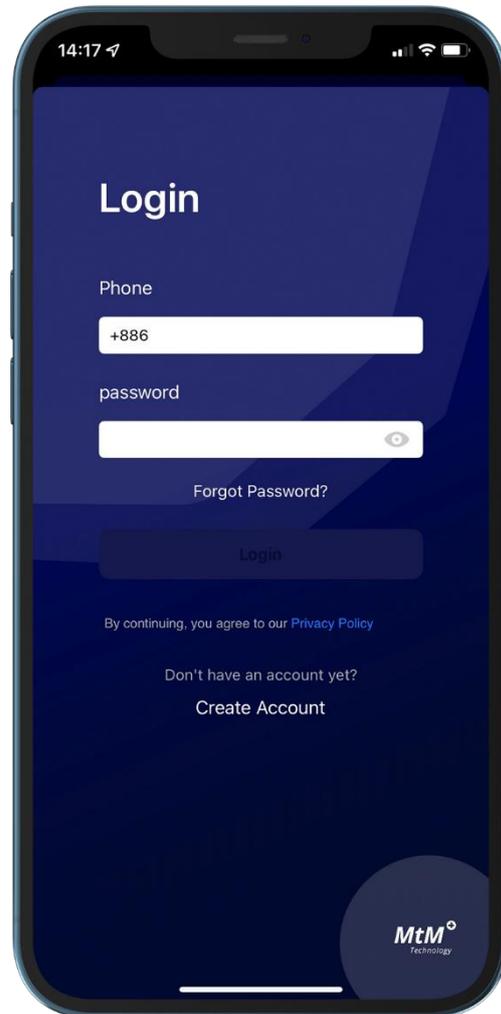
The screenshot shows a mobile application interface for creating an account. The title is "Create Account". The form includes the following fields and options:

- gender:** Two radio button options, "Female" (selected) and "Male".
- birthday:** A date picker field showing "Jun 23, 1995".
- password:** A text input field with a toggle icon for visibility.

Below the form, there is a link: "By continuing, you agree to our Privacy Policy". At the bottom of the form area, there is a blue "Create Account" button and a "Back" link. The MtM+ Technology logo is visible in the bottom right corner of the phone's display.

## Sign in

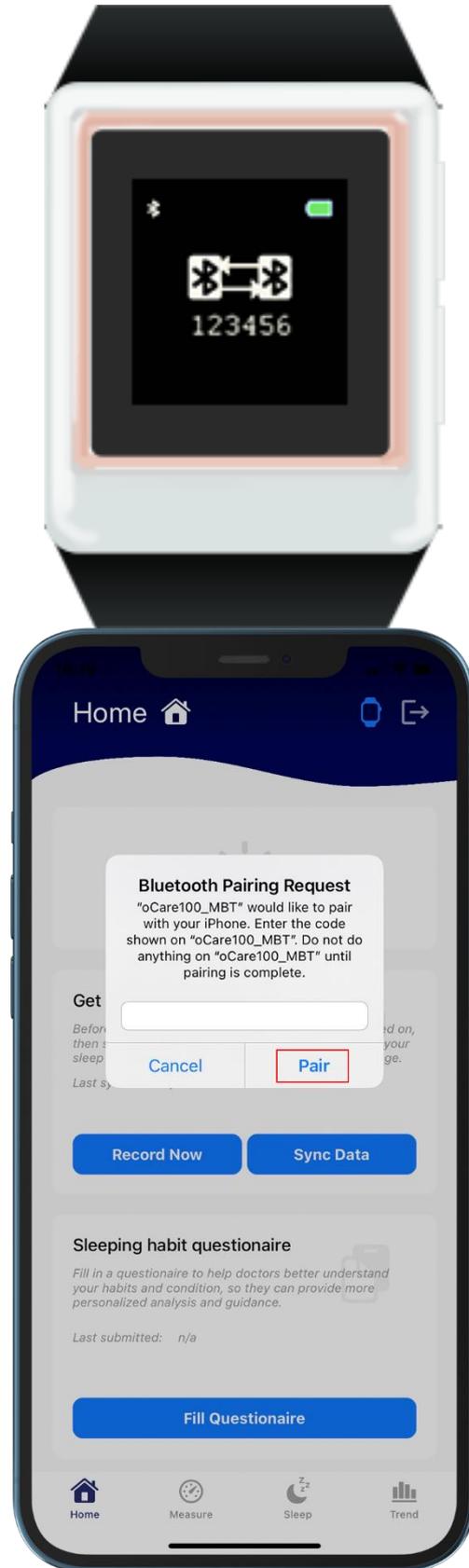
If you have already registered an account, you can go back to the login screen to log in.



How to connect the wearable device to  
the application?

## Device pairing

Turn on the wearable device and the app, and confirm that the Bluetooth function is turned on, and the device can be automatically connected via Bluetooth. The first pairing requires a 6-digit verification code, which will be displayed on the screen of the wearable device. Enter and click to match.

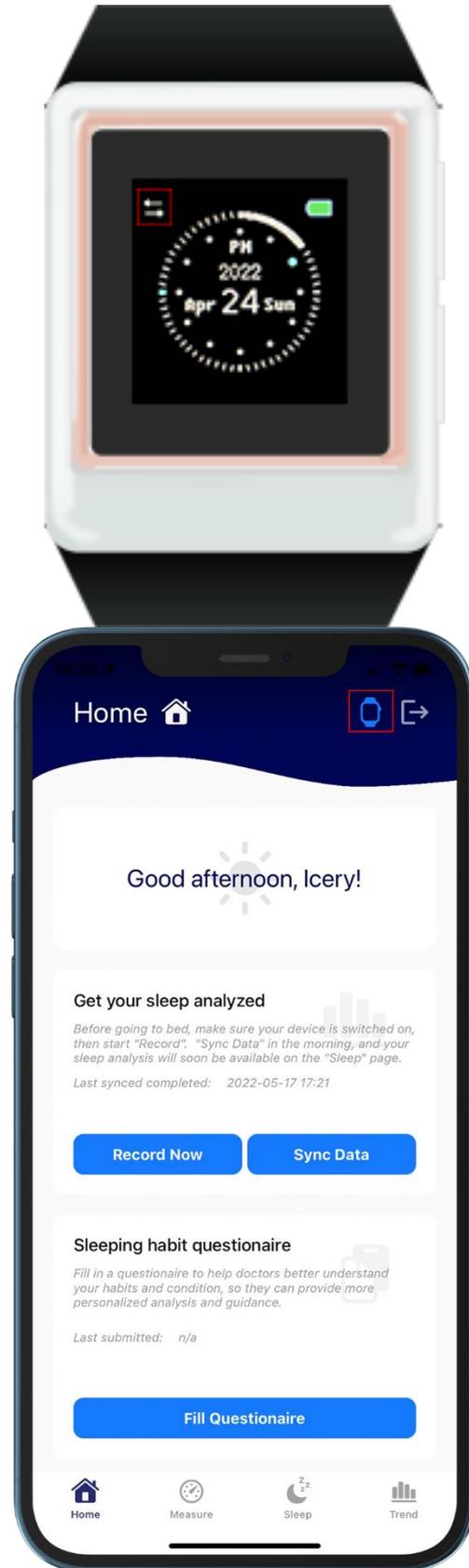


### Help:

- How to use the wearable device?
- The wearable device cannot be connected.

## Device connection

If the connection is successful, you can see that the bluetooth symbol on the upper left of the wearable device turns into a double arrow symbol, and the wearable device icon on the upper right of the app will also switch to blue. If only the bluetooth symbol is displayed, it means that the wearable device has turned on the bluetooth. function, but not connected to the app, just open the app and keep it connected.



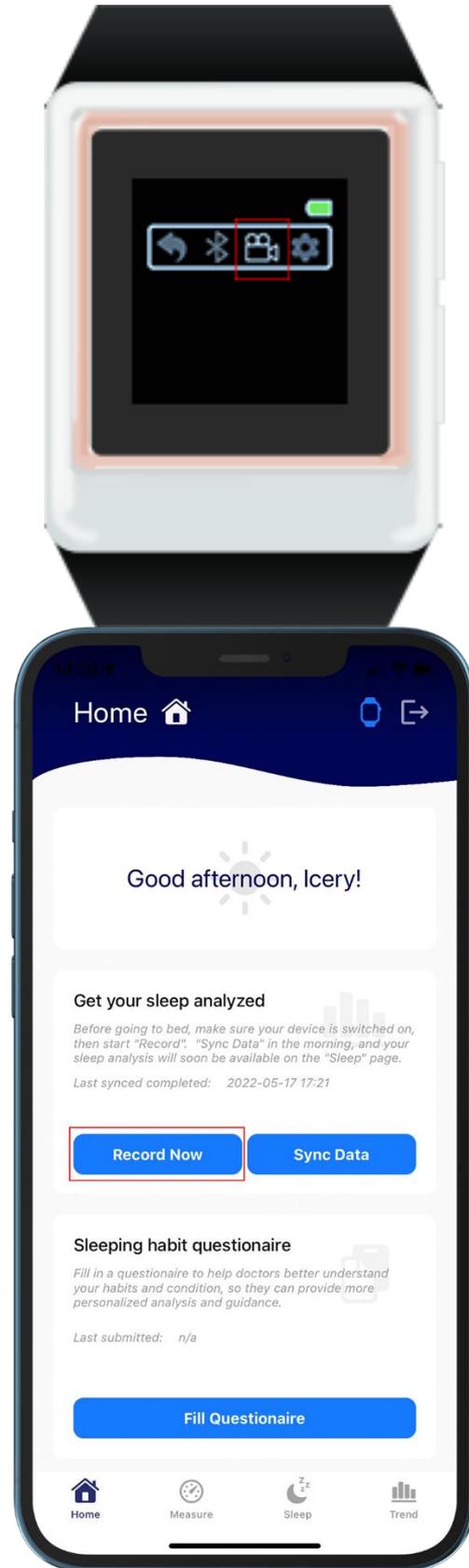
### Help:

- How to use the wearable device?
- The wearable device cannot be connected.

## How to record sleep and get reports?

## Record data

You can start recording data through the menu of the wearable device, or through the start recording button on the home page of the application. If you enable it through the application, please make sure that the wearable device is connected.

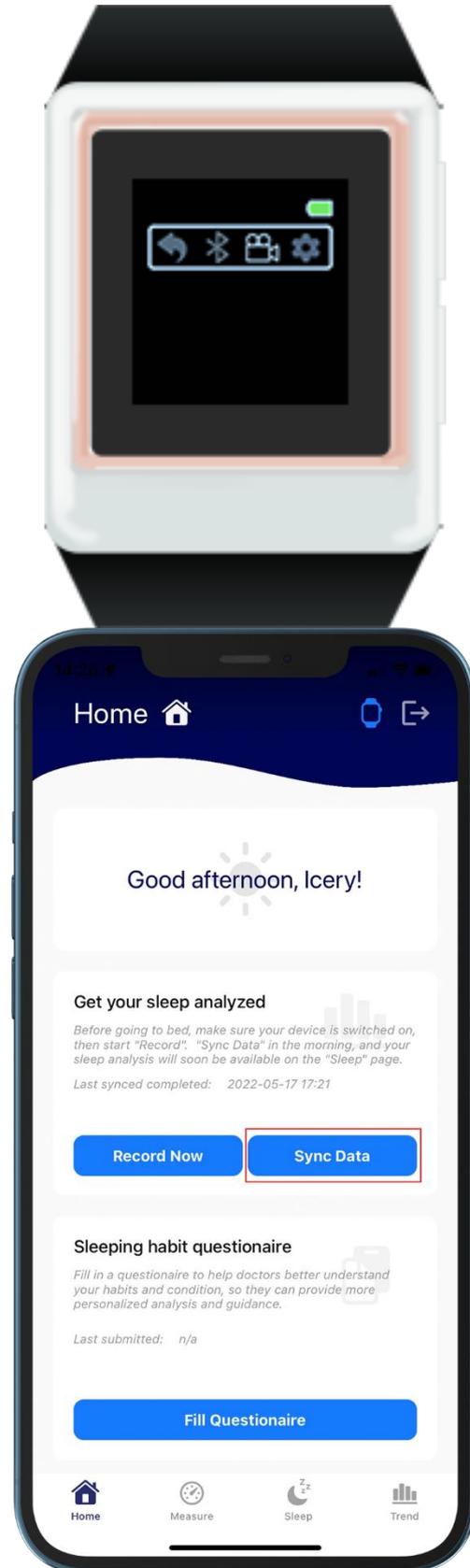


### Help:

- How to use the wearable device?
- The wearable device cannot be connected.

## Synchronous data

After data collection is complete, you can go to the homepage of the app and click the **Sync Data** button to upload. At the same time, the wearable device will display the uploading icon. Please do not interrupt the operation at this time, and please keep the connection during the operation.



### Help:

- How to use the wearable device?
- Sync data waiting too long.

## Start sync

Click the **Start** button on the screen.



Let stand for 5-10 minutes to upload data.

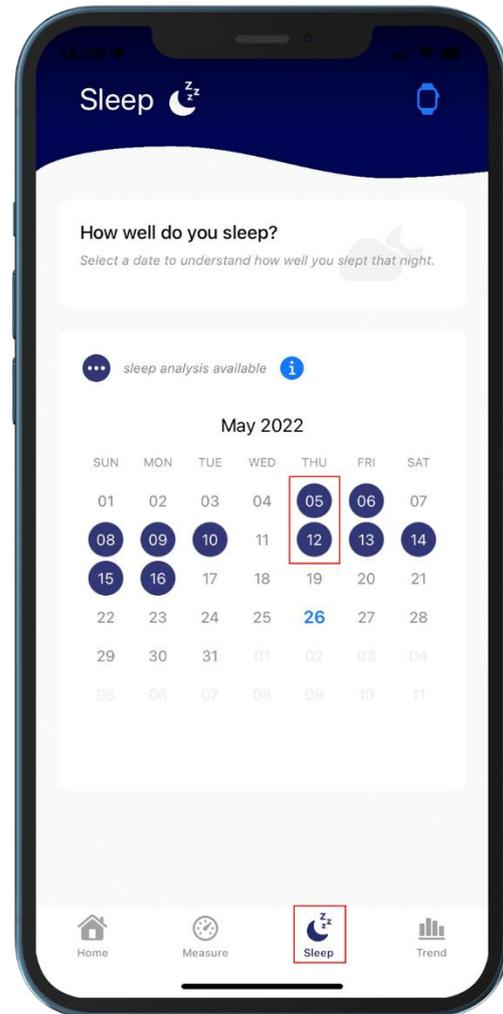


This screen will appear when complete.



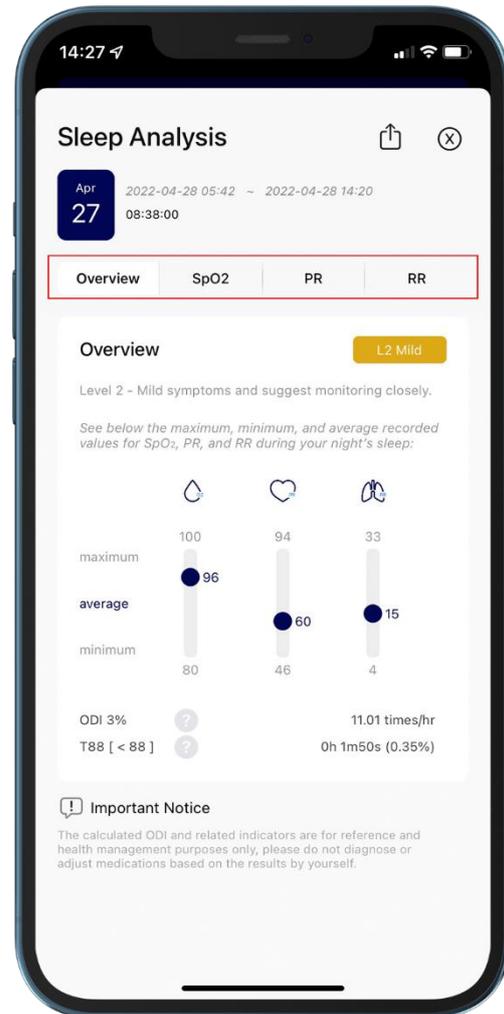
## Sleep report

After the upload is complete, you can go to sleep and click the dark round button to view the sleep report of the day.



## Detailed data

Through the data switch above, in addition to the overview information, you can also browse according to the blood oxygen concentration, pulse and respiratory rate respectively. The share button on the upper right can also share the report with others.

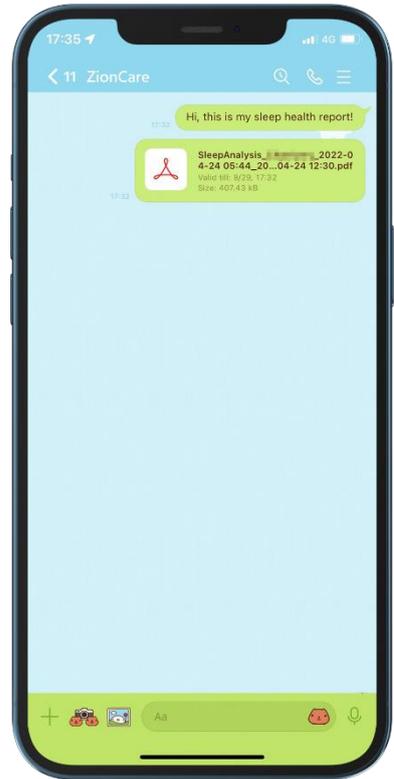
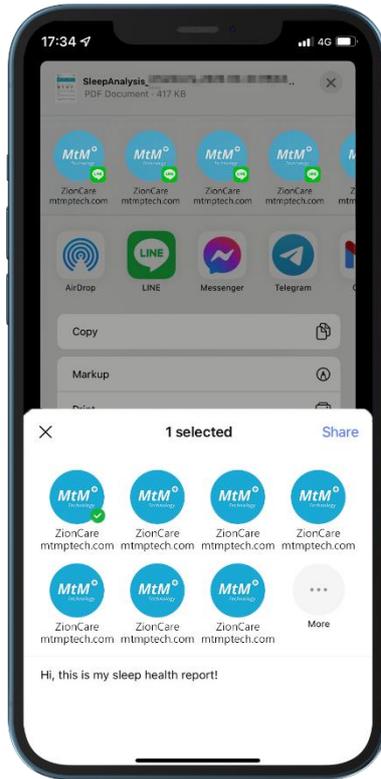
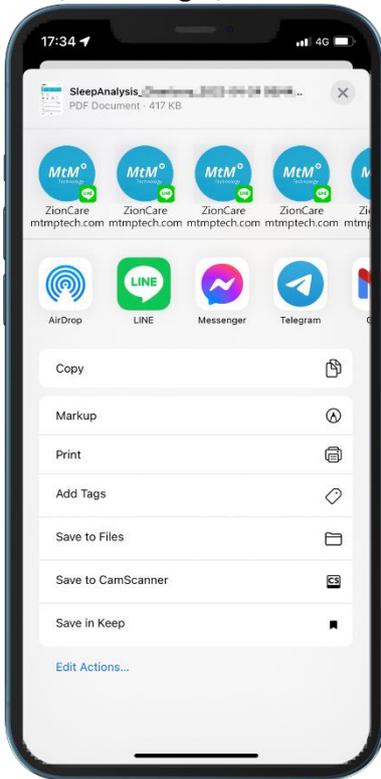


## Report share

After clicking Share, the share list will open. The options in the list vary according to the apps installed on the phone. Common options are: Line, Mail, Messenger, etc.

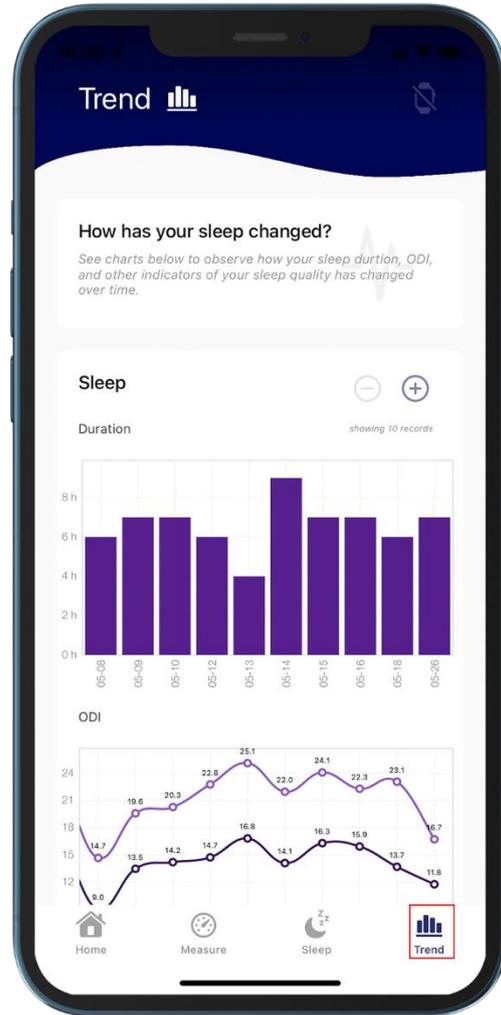
Take Line as an example. After clicking it, you can choose to send it to an individual or a group, and you can enter a sharing message below.

The shared sleep report can be confirmed in Line after completion.



## Sleep trends

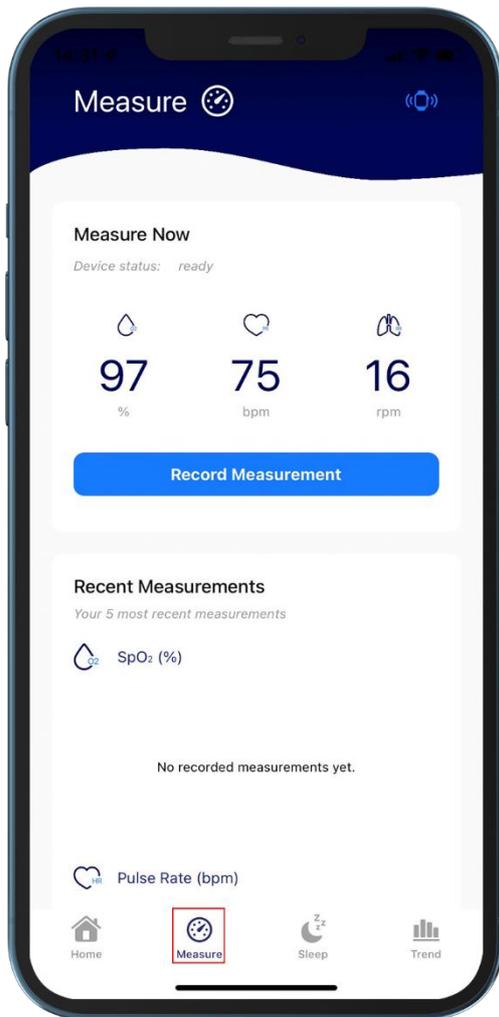
When enough sleep data is collected, you can go to **Trends** to view changes over time.



## Set measurement

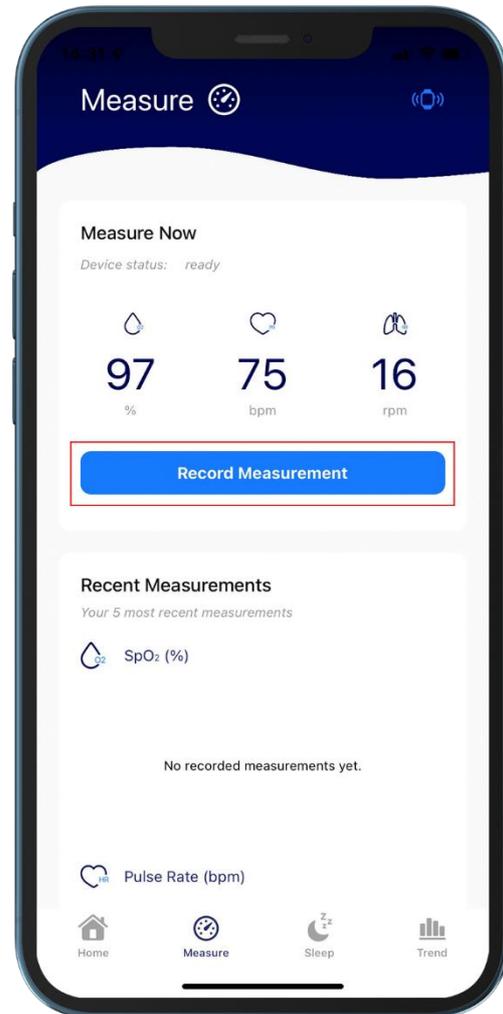
First, check the connection status of the wearable device.

And switch the wearable device to measurement mode.



## Record measurements

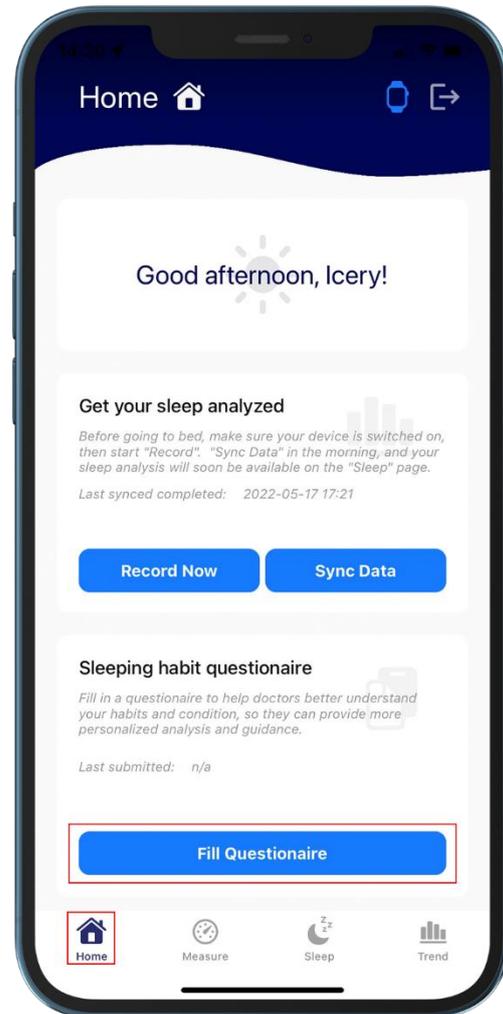
When the connection is ready, click the **Record Measurement** button to measure and record to the app in real time.



## Fill out the questionnaire

If you want to provide the doctor with more accurate sleep status, you can go to the **Home** and click **Fill Questionnaire** .

Since sleep habits are often easy to change according to time, it is recommended to fill in the latest information once a month.



# Troubleshooting

## The app cannot connect to the wearable device.

- Please make sure that the Bluetooth is enabled on all devices. For Android users, please enable it together with the GPS location.

Wearable device part :

1. Check whether the bluetooth symbol appears on the upper left of the wearable device.
2. If not, enter the menu through the lower right button.
3. The upper right button switches to Bluetooth.
4. Then turn on the bluetooth through the lower right button.
5. Use the upper right button to switch to the return symbol when finished.
6. Finally, use the bottom right button to select to return to the main screen.



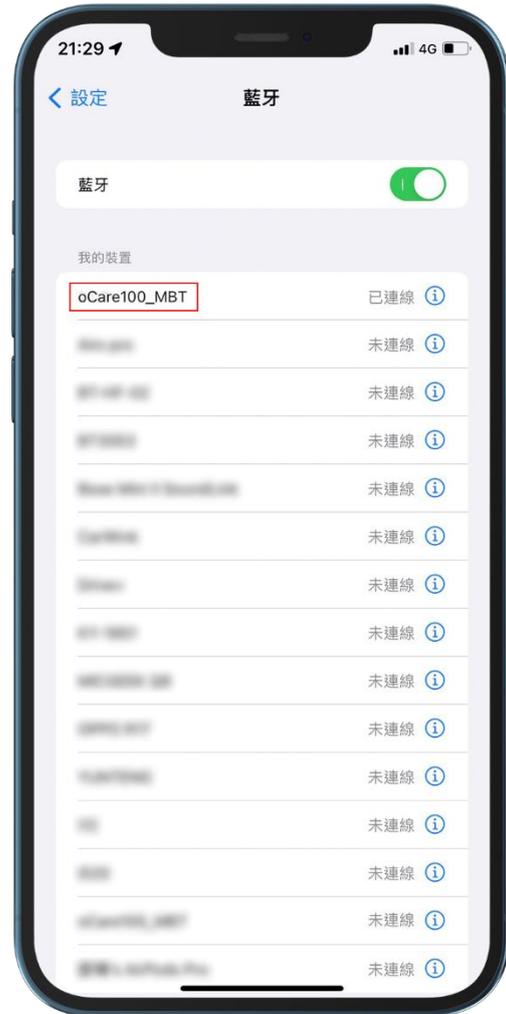
Mobile phone part :

Apple users:

Go to **Settings > Bluetooth** to find the item named **oCare100\_MBT**, click to connect.

Android users:

First go to **Settings > Connected Devices > Connection > Bluetooth > Preferences** to find the item named **oCare100\_MBT** , click to connect



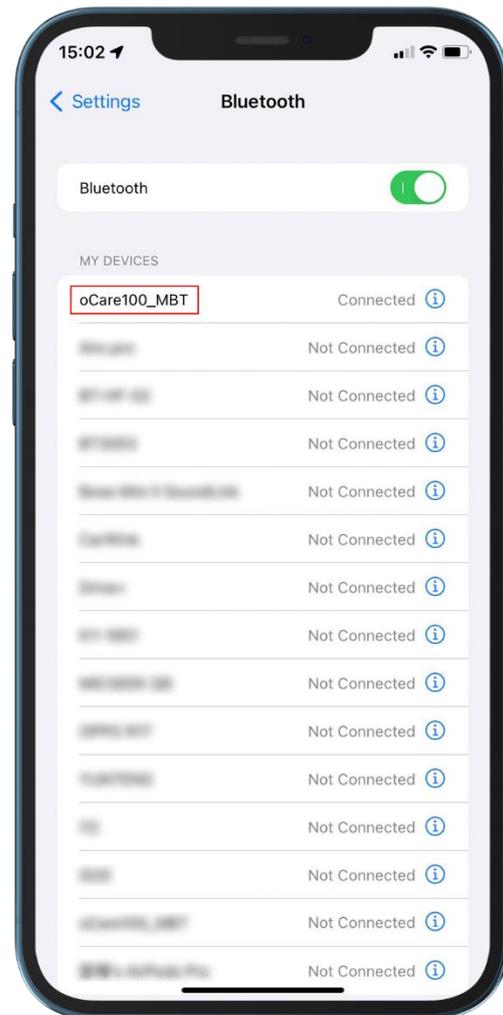
- The device confirms that the bluetooth is turned on and still cannot connect, please follow the steps below to try to connect again:
  1. Close the application completely (including background operation).
  2. Restart the wearable device.
  3. Go to Bluetooth settings to find the wearable device name and remove it.
  4. Follow the instructions to reconnect and pair.
- You can manually connect the wearable device via Bluetooth.

Apple users:

Go to **Settings > Bluetooth** to find the item named **oCare100\_MBT**, click to connect.

Android users:

First go to **Settings > Connected Devices > Connection > Bluetooth > Preferences** to find the item named **oCare100\_MBT**, click to connect



There was an error in registering an account.

You can check whether the format does not conform to the rules by checking the format below the text input box where the error occurs, and the password can be displayed by clicking the eye icon on the right.



Sync data waiting too long.

Under normal circumstances, it takes about 3-5 minutes to upload sleep data of 6-8 hours. If you do not upload sleep data every day, it will be accumulated and uploaded in the next synchronization, resulting in uploading. The time is longer, so it is recommended to upload daily to reduce the waiting time, and after uploading the data, the data in the wearable device will be automatically deleted to ensure that the capacity is sufficient for continued access. The wearable device can only record one week of sleeping data.

If upload status the app is stuck for a long time, please completely close the wearable device and the app (including background operation), then restart the app and sync again.

## No data after sync.

- The watch device does not turn on the recording mode:  
Please confirm whether the watch device has turned on the recording mode before going to bed. If it is activated correctly, a camera icon will appear at the bottom right of the watch device. You can also click **Record Now** on the **Home** of the app to start the recording mode. The data recorded at this time will be accessed in the watch device, and the data can be synchronized to the application after the recording is completed every other day.
- Sleep data less than 2 hours:  
If the sleep time is less than 2 hours, the ODI 3% index for reference cannot be calculated, because the analysis report data cannot be displayed in the sleep function of the app.

## After logging in, it shows that there is no network.

To use this app, you need to maintain an internet connection, especially to synchronize data and get sleep reports. If there is no internet connection, you will not be able to retrieve your data from the database. You can also connect via WiFi if you have no internet access.

## Can't start sleep log from app.

Please restart the wearable device, and check the wearable device serial number (ver: X.XXX) after turning it on. If your version is lower than 5.202, you cannot start the sleep record through the app, please contact customer service to update it for you.