DATA HUB

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What is Data Hub?
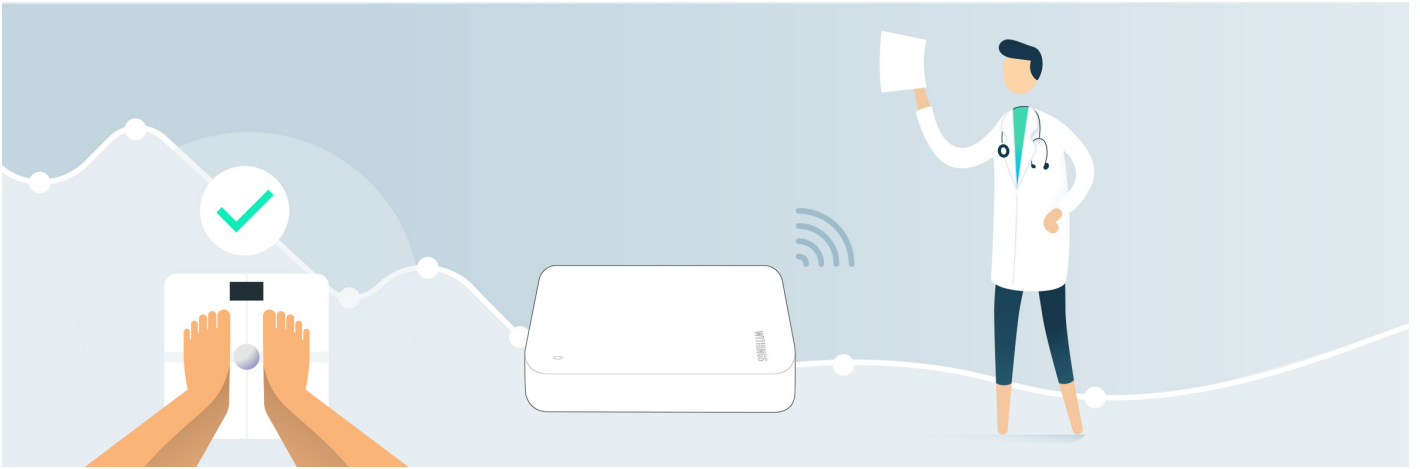
The Data Hub directly communicates with your provided device(s). It allows your devices to send your measurements results to your care provider.

Once Data Hub is plugged into an electrical outlet and connects successfully the cellular network, the setup of your device is done automatically. Data hub will only transmit your measurements to your care provider. There is no other functionality.

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1 Plug in Data Hub

Plug the Data Hub into an outlet that allows it to be placed near a window as this will maximize network reception. The Data Hub must remain plugged in throughout the duration of your program.
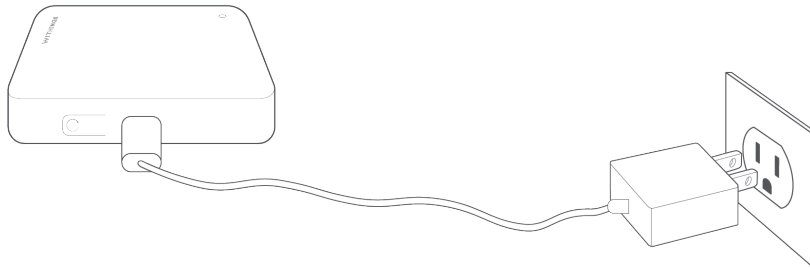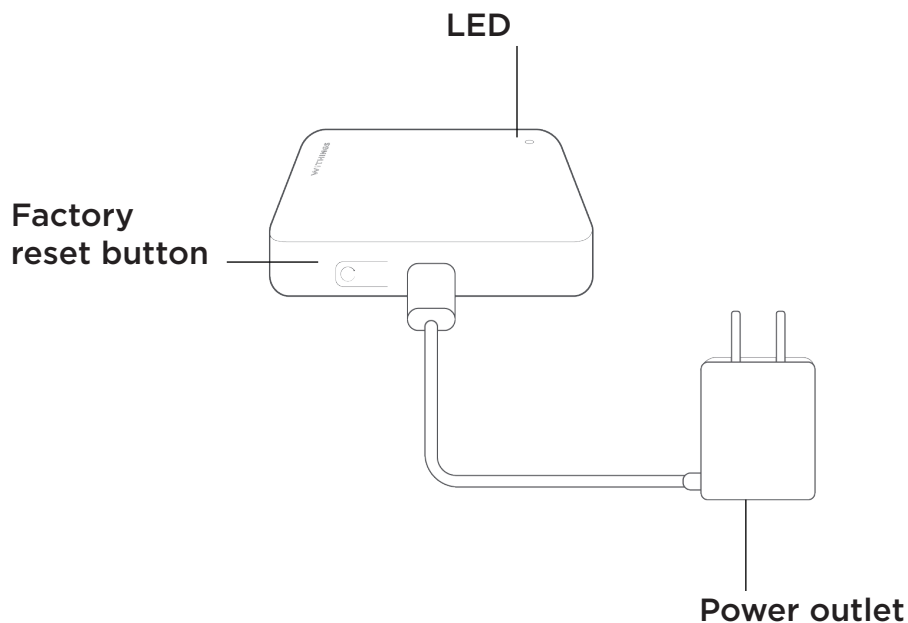

2 Wait for your data hub installation

The LED will blink blue while the Data Hub looks for the network. Within 10 minutes, it should turn green, confirming a connection.

3 Your data hub is installed!

When the LED turns green, you can set up the other devices.

Data Hub Overview

LED

Factory reset button

Power outlet

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IMPORTANT INFORMATION

To ensure data synchronization, the Data Hub needs to remain plugged into the outlet at all times. We suggest that you plug your Data Hub into an outlet that you do not need but is close to the locations where you will use your device(s).
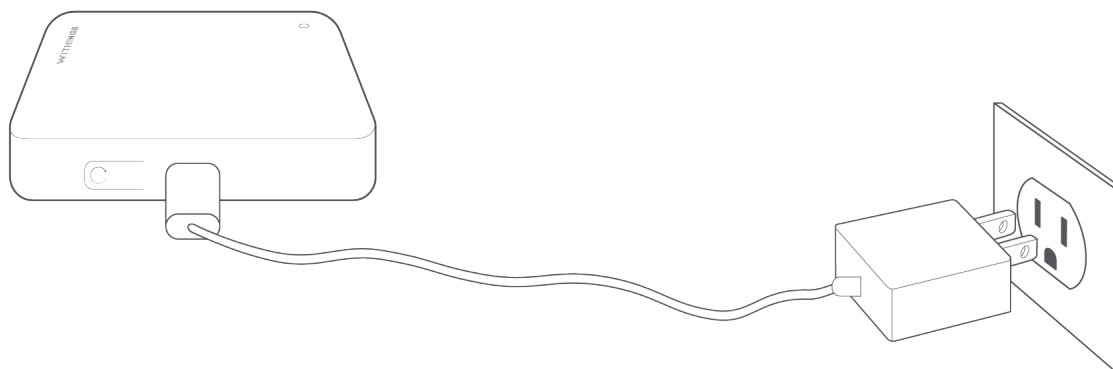
LED colors

Blue blinking LED:
The Data Hub is looking for the network or is updating its software, please wait.

Green LED:
The Data Hub is successfully connected to the network.

Green or yellow blinking LED:
The Data Hub is transmitting your measurement(s) to your care team.

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How does Data Hub synchronize data?

The Data Hub syncs data over the cellular network giving instant and continuous feedback on the connection status. When the cellular connection is well established, the indicator light is green. When data is being transferred, the LED blinks green or yellow.

How does Data Hub synchronize data?

The Data Hub service is provided by your program at no additional charge. As long as you are enrolled in the program, there is no additional cost to you.

Can I use my products while away from home?

If you take a measurement away from home, it will synchronise once you take your next measurement upon returning. If you plan to be away for an extended period of time (more than three days), we recommend that you take the Data Hub and your devices with you and plug in the Data Hub at the new location following the original setup instructions.

What is the button on Data Hub used for?

The button on the Data Hub is used to perform a factory reset. You should not need to perform a factory reset unless advised by a support agent or your care team.

My Data Hub LED does not turn green or is no longer green

My Data hub is plugged into a power outlet but the LED remains blue and does not turn green after 10 minutes.

1. Unplug Data Hub and plug it into a power outlet closer to a window, or an upper level if you are in a multi-level home, where the network reception may be better.

2. Wait until the LED turns green (it can take up to 10 minutes).

3. If the LED does not turn green after 10 minutes, this might be because you are in a cellular dead zone. You can reach out for assistance by visiting: **https://program-support.withings.com**

If you don't have access to a smartphone or a personal computer, please contact your care team's customer service department.
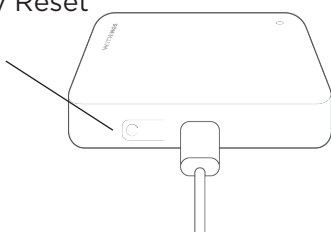
My Data Hub does not turn on
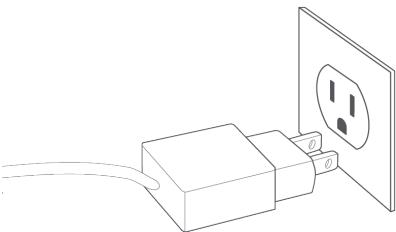
1. Try to plug the Data Hub into another power outlet

2. If the Data hub does not turn on, please contact the support team.

How to perform a factory reset (only if advised to do so by a support agent)

Factory Reset button

1. Unplug Data hub

2. Press and hold the button on the back of Data hub for 10 seconds while plugging back Data Hub. Keep pressing the button until the LED turns off. Data Hub LED will blink blue for a few seconds as it automatically reinstalls.

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