Getting Started

Welcome to the new dimension of mobile wellness with HELO™ LX. With this revolutionary and highly innovative technological product, you will be able to monitor your bio parameters and get advice to improve your life style.
WHAT IS INCLUDED IN THE PACK

1. HELO™ LX wellness band
2. Charger adapter
3. HELO™ User Guide

HELO™ LX wellness band is made of two parts: the removable band and the body with the sensors.
KNOW YOUR HELO™ LX

A - HELO™ LX button
The HELO™ LX button has different functions:
• Press for 2 seconds to TURN ON HELO™ LX;
• Press for 5 seconds to TURN OFF HELO™ LX;
• Press for 8 seconds to RESET HELO™ LX;
• Double click to send a SOS
  (only if connected to HELO™ App).

B - Sensor with LED
Sensor that allows, at contact with your skin, to collect your bio parameters. When in use, the green LED is on.

C - Charging Connectors
On which the adapter engagement charging takes place.

D - Plate
Additional contact with your skin.
HELO LX LED FUNCTIONS

The LED indicator of HELO™ LX shows the different status of the system:

- **Red LED**: device in charge

- **Flashin LED**: battery low, recharge as soon as possible

- **Green LED**: device ready

- **Blue LED**: device paired with smartphone/tablet

**Note**: If you cannot see the top LED colors, you can adjust intensity in the menu Settings - LED Settings of HELO™ App. You can choose the LED intensity for the day and the night and for each color status.
HOW TO APPLY THE STONES

The band of HELO™ LX allows you to put in different Titanium plates, which include Germanium stones.

The application of the plates is very simple: you just need to align the hooks of each plate with the specific slits that you will find in the internal part of the band, and press slightly to hook them in. The plates can be removed and replaced again at any time and at the height you prefer.

Be careful that they are not covered from the band itself and that they are in contact with your skin, in a comfortable way and without forcing. The stones must be kept clean and safe from impurities.
HOW TO WEAR HELO™ LX

For correct use, keep your wristband very close to your skin, keeping the sensor window clean. It is best to wear HELO™ LX on the left wrist, in a high position, for more accurate measurements.

Wear the wellness band:

1. Place your HELO™ LX around your wrist, making sure that it is in the correct way, with the LED placed in the farthest part from your body.

2. Run the part of the band with the closure hook inside the round hole that is on the other part of the band.

3. Align the pegs of the hook with the two holes that give you the best wearability.

4. Push the hook with the thumb and the index finger until the pegs are completely fitted in the desired holes.
HOW TO CHARGE HELO™ LX

To recharge your wellness band you need to apply in the underlying part to the charger adapter. You can connect to the adapter using the provided USB cable, through which you can recharge HELO™ LX both from your PC or from a common USB charger.

The battery lasts about 3 days and needs about 2 hours to be fully charged.

The duration of the battery depends on the use of HELO: the calculations about the duration refer to the use made for the scheduled measurements, with a correct charge of the battery.

At the beginning of charging, if you do not see the red LED on, wait a few minutes and try to turn on HELO™ LX by pressing the button for 2 seconds. Charge HELO™ LX until the top green LED turns on, indicating that charging is complete. Given the reduced charging times and to avoid losing of nighttime measurements, charge HELO™ LX during the day.

Note: The power adaptor is not included. You can plug the USB cable in a USB port of your computer or in a wall power adaptor.
SET UP YOUR HELO™ LX: INSTALL HELO™ APP

To use your HELO™ LX at its best, install the HELO™ App available for iOS® and Android™ devices. You need to have and use a compatible device.

HELO™ App is compatible with several mobile devices which use the operating systems iOS (v. 8.2 and following) or Android (v. 4.4.2 and following).

1. After checking the minimum requirements for your device, be sure to have a working internet connection on your smartphone.

2. Download HELO™ App
   2.1 Android: If you have an Android Phone, go to the Google Play Store to install HELO™ App. If you experience trouble with Play Store in your country please use the direct link available on www.worldgn.com/heloapp
   2.2. iOS: Open your favorite browser and visit www.worldgn.com/heloapp. Following the instructions on your mobile screen, click on the download button.
FIRST STEPS TO USE HELO™ APP

1. At the first launch of the App and first registration (make sure to have an internet connection active on the device):
   • Open the App
   • Type your phone number or email address
   • Wait to receive the PIN for the first access
   • Type the PIN to access the App
   • Authorize the use of localization services of the device
   • Authorize the App to send notifications

2. Pairing your HELO™ LX with the App
   • Make sure that your device has Bluetooth active
   • The App automatically starts finding a new HELO™ LX nearby
   • When it is detected, the App asks to pair the new HELO™ LX
   In case of problems, reset your HELO™ LX, turn on, and tap “Unpair HELO” in Settings menu The new HELO™ LX may be required to run a compatibility update. Run it and wait for completion, keeping HELO™ LX connected to the smartphone.

View more in the User Guide page at www.worldgn.com/products/helo/userguide
UPDATE OF HELO™ LX AND HELO™ APP  
(make sure you have an active internet connection on your device)

- Before you start it is important to verify that you have the most recent available software version.
- In the side menu of HELO™ App, tap on Settings and then on Check for updates
- In the update window, or in “About HELO” verify that the installed versions are the most recent, otherwise simply accept to install the suggested versions.

MAKE SURE TO HAVE ALWAYS HELO™ LX AND HELO™ APP UPDATED TO THE LATEST AVAILABLE VERSION TO TAKE ADVANTAGE OF ALL AVAILABLE FUNCTIONS AND TO AVOID PROBLEMS WITH THE DEVICE.

PAIRING HELO™ LX TO YOUR WOR(l)D PROFILE  
(Make sure to have an active internet connection on your device)

- To fully use all the available functions, pair HELO™ LX to your WOR(l)D profile.
- In the side menu of HELO™ App, tap on Settings and on WGN Account
- Type your username and your password the ones of your WOR(l)D account and tap on Add


From this moment you can start to fully use your HELO™ LX.

View more in the tutorial page at www.worldgn.com/products/helo/video
FIRST MEASUREMENTS WITH HELO™ LX

To start a measurement, make sure you have worn your HELO™ LX correctly and to have updated your HELO™ LX app to the latest version. Start the App and tap on the measurement function. You can start a measurement from the side menu, or from the lower bar, where you can find the most frequent measurements.

The available measurements are:

1. Heart Rate
   Measure your heartbeat in beats per minute.
2. Breath Rate
   Measure your respiration in breaths per minute.
3. Mood/Energy
   Discover your level of mood and energy.
4. Step
   Measure your steps made during the day.
5. Sleep
   Analyze and calculate your sleep hours.
6. Plugin Capability
   Access to the dedicated store to expand the features of your device and you App.

On the measurement screen, you will see a countdown, during which you should not shake HELO™ LX. At the end of the measurement you will see the recorded values, and you will choose if you want to accept them or repeat the measurement. You will also be able to view each measurement at a later time from the timeline of the App or from My Report, together with the automatic measurements, which include Step and Sleep.
WE CARE*

We Care includes the remote monitoring functions of HELO™ App. In this section, you will see who you are monitoring (following) and who is monitoring you (follower). You can choose to add a contact to We Care, typing his phone number or the email address he used to register on HELO™ App.

Thanks to We Care you will be able to follow your loved ones and they will be able to follow you, monitoring at any time your wellness status.

Note: Requires Helo LX paired with a Smartphone or Tablet and data connection active. Measurements of remote users are not on demand or real time: the system collect the last measurements performed by the remote users.
GUARDIAN*

Guardian allows you to set up a range of values for your Bio parameters: if one of your measurements is out of the set values, the app will automatically send a warning to the contacts you selected (SOS contacts – We Care contacts).

Activation notifies only me, SOS contacts or We Care contacts.

**Note:** Requires Helo LX paired with a Smartphone or Tablet and data connection active. Guardian uses the SIM installed on paired device, and the related credit, to send messages.
SOS*

SOS is the function which allows you to send help messages, in case of emergency. You can add up to three contacts, setting up phone numbers and email addresses, who will receive your message in case of emergency.

To launch a SOS signal, just double click on the HELO™ button. The App will automatically send a warning message on the first available channel. The person who receives your SOS will know exactly where you are to reach and help you.

Note: Requires Helo LX paired with a Smartphone or Tablet, data connection active and GPS signal active. SOS uses the SIM installed on paired device, and the related credit, to send messages. If GPS position is not detectable, the GPS position sent will be the last available and recorded into the paired device. SOS message could not be sent if credit on the SIM of the paired device is not sufficient. SOS messages could not be received by the contacted user(s) if they are not reachable.
To send SOS message:

• Make sure that HELO™ LX is connected to smartphone (LED is BLUE)
• Make sure you have an active internet connection. (iOS)
• Make sure you have a SIM with an activated voice-texting plan and you have available credit for sending SMS. (Android)

FOR MORE DETAILED INFORMATIONS DOWNLOAD THE COMPLETE MANUAL AVAILABLE AT www.worldgn.com/products/HELO/userguide/

[*] The functions We Care, Guardian and SOS are available in limited version for the free users. To fully use them, you need to activate HELO Pro Plan with additional functions. Visit the website: www.worldgn.com/products/HELO/HELO-pro-plan/ for more details.

CARE AND CLEANING OF HELO™ LX

The materials that compose HELO™ LX are meant to be worn day and night, so it’s important to follow some guidelines to wear and maintain them correctly.

To keep the band clean, it is sufficient to follow these advices:
Clean HELO™ LX with the provided cloth. If necessary, you can hand wash the band only in cold water and dry it carefully.
Let the band dry open air. Direct sunlight, high temperatures, and humidity can cause discoloration and damage.

**REPLACE THE BAND**

The band is composed by two separate parts, which can be replaced with other bands provided separately.

**RESOLUTION OF FREQUENT PROBLEMS**

**I can't connect HELO™ LX to the App**
- Recharge HELO™ LX and check that the LED, during the charge, becomes red.
- Verify that the Bluetooth connection on your smartphone is active.

**I can't take measurements with HELO™ LX**
- Try to turn the Bluetooth connection of your mobile device off and on.
- Keep HELO™ LX near the smartphone.

If the problem persists, you can unpair HELO™ LX from the App, reset the wellness band, (hold the power button for 8 seconds and then turn it on) and try again. If after all the checks the device doesn't connect, you can try on a new smartphone/tablet.
connected to HELO™ LX.
- Verify that there are no obstacles between
  HELO™ LX and your skin.
- Reset the wellness band (hold the power button
  for 8 seconds and then turn it on) and try again.

There is no data on the App
- Make sure you have an active internet connection
  on your device.
- Try to logout and login in the app and make new
  measurements.

For more solutions to usage problems, advices, download and assistance for your HELO™ LX, please visit the following websites

heloapp.worldgn.com/heloapptutorial.html
www.worldgn.com/products/helo/video
www.worldgn.com/products/helo/userrguidewebpage
www.worldgn.com/heloapp