



PS-500 Series

User's Manual

Introduction

Thank you very much for purchasing a PS-500.

To use the device correctly, make sure you read the User's manual along with the supplied Quick Start Guide.

Keep the supplied Quick Start Guide handy to help you resolve any problems.

Description in the User's Manual

! Important	Indicates things you must or must not do. Ignoring these instructions or mishandling this device could cause malfunction or operational problems to the device.
Note:	Indicates additional explanations and related information.
	Indicate related pages. Click the link in blue text to display the related page.

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Other product names are the trademarks or registered trademarks of their respective companies.

Caution:

- Unapproved copying of part or all of this manual is strictly forbidden.
- The content of this manual is subject to change without prior notice.
- Although every effort has been made to ensure the accuracy of this manual, contact us if you have any questions or notice any errors in descriptions in the content of this manual.
- Despite the preceding clause, we cannot accept any responsibility of mishandling due to errors in this manual.
- We cannot accept any responsibility for malfunctions and so on that occur due to ignoring the content of this manual, the device being handled inappropriately, repairs or modifications performed by a third party that is not our company or appointed by our company.

System Requirement

A smart device such as a smart phone or tablet with Bluetooth® Smart capability is needed to upload product recorded data.

Please check the below link for the latest compatibility.

www.epson.eu/pulsense

Note:

PS-500 has Bluetooth® Smart to transfer data to PULSESENSE View.

Uploaded data can be seen via PULSESENSE View for Web (URL: go-wellness.epson.com).

To upload your data from PS-500	Use the PULSESENSE View for iOS, Android on your smart device. Your data will be transferred via Bluetooth® Smart.
	Use the PULSESENSE View Web application on your PC by using the USB cradle.
See the data	Log into PULSESENSE View for iOS, Android on your smart device.
	Log into the PULSESENSE View web application.

Note:

To charge the PS-500 a USB port is required. You can use the USB port of a PC or an AC adapter. We recommend using the specified AC adapter. (SFAC03 for UK and Ireland. SFAC02 Europe excluding UK and Ireland.)

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Using this Device Safely

Make sure you read the manuals (Quick Start Guide and User's manual) first to use this product safely.

The product may malfunction, or an accident may occur if it is handled incorrectly.

- Keep the manuals handy to help you resolve any problems.
- When taking this product out of the country of purchase, check the laws and regulations in the destination country before you travel.
- This product is not a medical device. Use this product as an indicator during physical exercise.

Symbols in this Manual

The following symbols are used in this manual to indicate possible dangerous operations or handling. Make sure you understand these warnings before using the product.



Warning:

This symbol indicates information that, if ignored, could possibly result in serious personal injury.



Caution:

This symbol indicates information that, if ignored, could possibly result in personal injury or damage the product.



This symbol indicates an action that should be done.



This symbol indicates an action that must not be done.

Notes on Using the Product and Components

 Warning	
	<p>Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise.</p>
	<p>This product is a highly accurate sensor and able to measure your pulse rate; However, this is not a medical device. If you have any concerns, consult your doctor before using this product.</p>
	<p>Do not keep your eyes on the device while exercising; otherwise you could fall or cause a traffic accident. Pay attention to your surroundings while using the device.</p>
	<p>Do not use or store this product in the following environments. It may cause an electric shock or fire, or the product may malfunction or be damaged.</p> <ul style="list-style-type: none">- Locations with very high or low temperatures or humidity- Near volatile substances- Sooty or dusty places- Near a fire- Near a strong magnetic field (for example, near a loudspeaker)
	<p>Do not disassemble this product, and do not attempt to repair this product by yourself. It may cause an electric shock or accident.</p>
	<p>Do not leave this product within reach of young children.</p>

 Caution	
	<p>To avoid the possibility of skin irritation or discomfort from wearing the PS-500, you must keep the skin under the band clean and dry at all times. Do not allow water, sweat, dead skin, or dirt to build up under the band. Do not wear the product too tight. If you feel any discomfort, loosen the wristband or stop usage.</p>
	<p>Avoid water, sweat or dirt build up between your skin and the product. Clean as directed in “Looking after your device” on page 44.</p>
	<p>During sleep your wrist may swell, loosen the band by one setting if it becomes tight.</p>
	<p>Do not pour water directly from the tap onto this product. The power of the tap water stream may be strong enough to compromise the product’s waterproof feature</p>

Caution



Do not wear this product in a bath or sauna. The steam and soap may compromise the waterproof feature or cause corrosion.

Note:

Please note that even if not used, the PS-500 should be charged at least once within a 6 month period. Failing to do so might affect the performance of the rechargeable battery.

Notes on using the cradle

Warning



Do not use the cradle or AC adapter if they are in any way damaged, faulty or contaminated by foreign material such as dust, water or dirt. Do not use any adapter other than the specified adapter for charging

Regulatory and Safety Notices

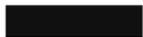


Data communication between the smartphone and product is made by Bluetooth Low Energy which operates in the 2.4GHz band.

Hereby, SEIKO EPSON, declares that this PS-500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

This equipment may be operated in the UK and Ireland, Germany and France.

SEIKO EPSON CORPORATION,
3-3-5 Owa, Suwa-shi, Nagano-Ken, 392-8502, Japan



Warning



In areas in which usage is restricted, such as on airplanes and in hospitals, follow the rules and regulations provided (such as in-flight announcements)

Do not use the device if you have a surgically implanted medical device such as cardiac pacemaker.



Do not bring the device into an operating room, intensive care unit, and so on, and do not use the device near medical equipment. Radio waves from the device may interfere with electronic medical equipment causing the equipment to malfunction and cause an accident.

This device is equipped with Bluetooth® Smart technology. When operating supported HR monitors or smart phones, this function wirelessly sends and receives heart rate measurement data to the device.

This device has been certified as a wireless device based on the Radio Law.

Therefore, the following acts may be punishable by law.

- Disassembling or remodeling the device
- Removing the verification or certification number for the device

Set up and Basic Operation

You need to make the following preparations before use.

 [“Things You Can Do with the Product”](#) on page 11

 [“What's in the box”](#) on page 12

 [“Operating buttons and functions”](#) on page 13

 [“Getting Started”](#) on page 15

 [“Initial Configuration”](#) on page 18

Things You Can Do With The Product

Measuring items

Items	Contents
Heart rate	The PS-500 reads and records your heart rate from the changes in light reflected through the blood vessels in your wrist.
Calories	PULSENSE calculates the actual burned calories based upon the body motion and the heart rate information, which is related very closely to the calories burned, enabling more detailed calorie calculation. When heart rate measurement is disabled, the PS-500 will calculate calories based on body motion only.
Steps	Records the number of steps and calculates the distance using the accelerometer to measure your body movement. This function enables you to consciously track your general activity, so you can make small changes to become more active.
Distance	The distance is calculated approximately from the step count and your height.

Note:

Irregular arm movements may effect the reading on the steps and distance counters.

The heart rate zone display

PULSENSE monitors your heart rate across 5 zones, as detailed below. This is displayed on LEDs on the device, you can also set a vibration alert. See 'How to Use' section for details.

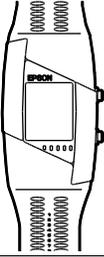
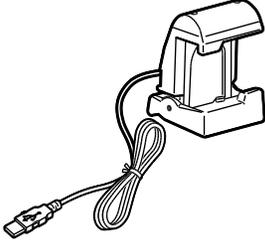
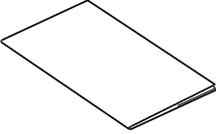
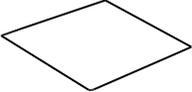
% of max. heart rate	Heart rate zone
0 – 40%	Below
40 – 70%	Fat Burning
70 – 80%	Aerobic
80 – 90%	Anaerobic
90 -100%	Maximum

Note:

- Your initial heart rate zones are calculated by your profile data.
- When using the PS-500 overnight the heart rate zones will be adjusted according to your basal heart rate (minimum heart rate).

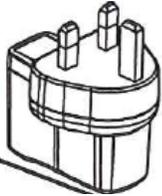
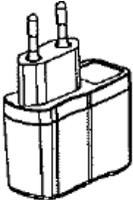
What's in the box

Contact your reseller if there are any missing or damaged components.

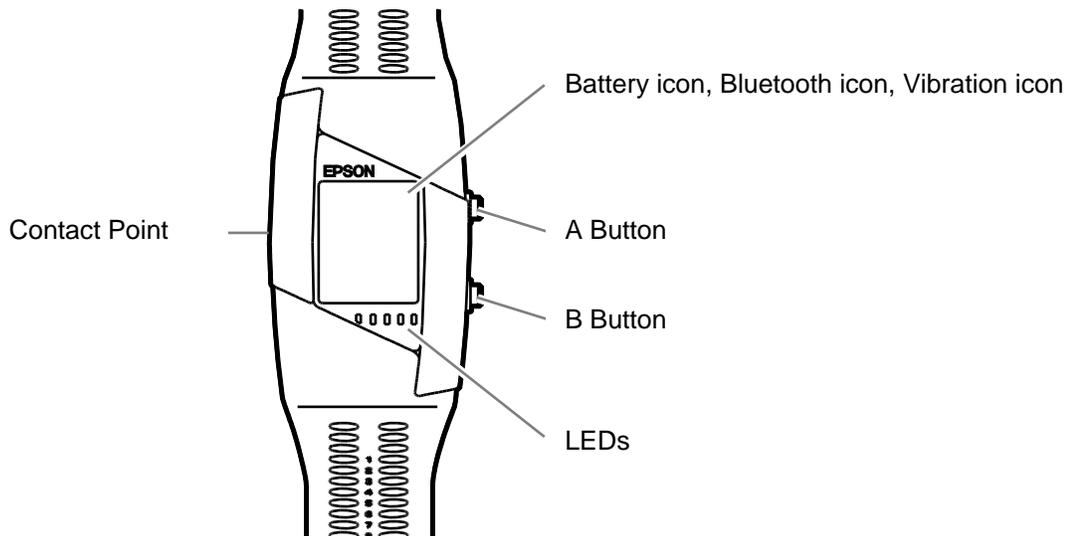
PS-500	Cradle
	
Quick Start Guide	Information sheet
	

Options

You can purchase the following optional extras. Contact your local reseller for more information.

AC Adapter (SFAC03 for UK and Ireland.)	AC Adapter (SFAC02 for Europe excluding UK and Ireland.)
	

Operating buttons and functions



[A] Button

Start / Stop heart rate measurement.

[B] Button

Check recorded data. Hold down [B] to return to the previous screen.

Contact Point

Check that the contact points on the device are pointing up and match the contact marks on the cradle.

LEDs (Blue & Orange)

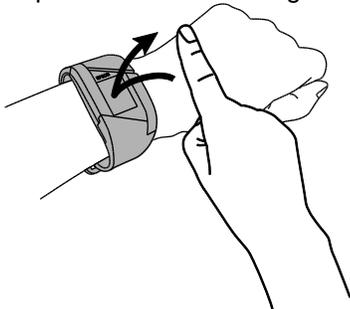
The LEDs on the PS-500 light up or flash to indicate the current heart rate zone.

If you set your target in PULSESENSE View, you can check your progress while the measure is displayed on the screen. You can cycle through the measurement by pressing the [B] Button.

[TAP] Operation

Tap the screen once to turn the backlight on.

Tap the screen twice to get into the main menu.



Icons

Battery Icon

Battery Icon				
Remaining Time	36 to 20hours	20 to 12hours	12 to 3hours	3 to 0hours

! Important

Remaining time may vary depending on usage.

Bluetooth® Icon

This product communicates with the smart device via Bluetooth® Smart technology. While the product is connected to the smart device, the Bluetooth® icon will be displayed as shown below.

	Bluetooth® Icon displayed as shown below.	Status
	OFF	Bluetooth® OFF
	Flash	Not connected to smart device
	ON	Connected to smart device

Vibration Icon



When vibration is set to ON, the below icon will be displayed on the time screen, you change the vibration settings to a specific heart rate zone in PULSESENSE View.

Getting Started

To record your data

! Important

To record your data it is necessary to register your device with the PULSESENSE View PC or smart device application.

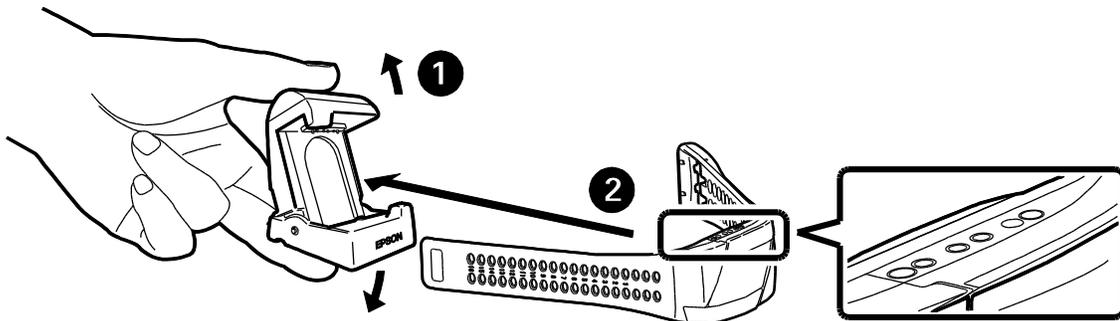
How to cancel the battery protection mode

! Important

- You need to charge the product when using it for the first time.
- The product automatically turns on when being charged.
- Make sure that charging is complete.

1 Attach the PS-500 to the cradle.

- 1 Hold the top and bottom of the cradle to open it as shown below.
- 2 Make sure that the terminal on the PS-500 is facing up, and then attach the cradle.



2 Charging the product.

2-1 Using a PC

Insert the cradle's into the USB port of your PC.

Please note that if you are connecting the cradle via a USB hub it may not charge.

In this case please connect directly to the USB port of the PC.

Note:

Some PC USB ports may not support the charging function.

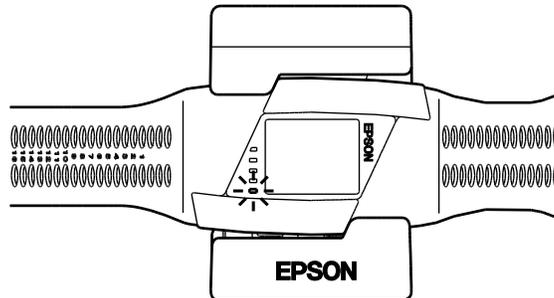
2-2 Using an AC adapter

Connect the cradle with the AC adapter, and then insert the AC adapter into the power socket.

We recommend using the specified AC adapter (SFAC03 for UK and Ireland. SFAC02 for Europe excluding UK and Ireland.)

Note:

- An orange LED will be shown while charging and the LED will change to blue when the PS-500 is fully charged



- Charging takes approximately 1.5 to 2.5 hours to complete; however, the duration may vary.

! Important

- Please note that even if not used, the PS-500 should be charged at least once within a 6 month period. Failing to do so might effect the performance of the rechargeable battery.
- The battery is not replaceable

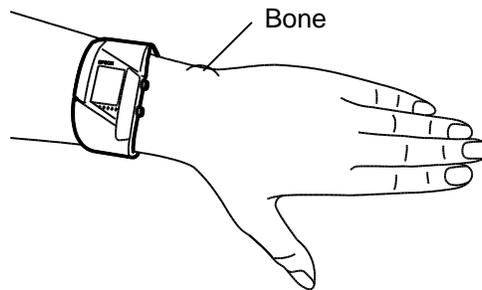
Wearing the PS-500

When wearing the product, make sure it does not touch the bone on your wrist.

Wear the product closely around your wrist. Tighten the wrist band if your pulse is not measured correctly while exercising.

Note:

Do not wear the product too tight. If you feel any discomfort, loosen the wristband. During sleep your wrist may swell, loosen the band by one setting if it becomes tight.



Initial Configuration

! Important

You need to perform initial configuration before using PS-500 for the first time. Create a PULSESENSE View account and connect the device.

Smart device user

1. Search your smart device's app store for the dedicated application Epson PULSESENSE View (free), and then install it.

Check that "Internet communication" and "Bluetooth®" are enabled in your smart device. Check the operating instructions for your smart device for the configuration method.

2. Start Epson PULSESENSE View.

Make sure that the product is within one meter from the smart device and battery is fully charged.

Note:

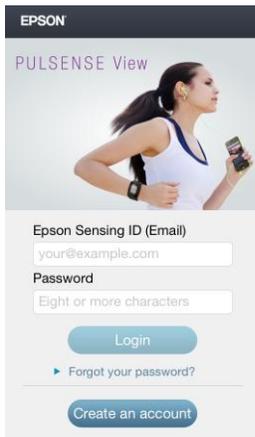
Set Bluetooth® on your smart device to ON.
Ensure your smart device is connected to the Internet.

PULSESENSE View Icon

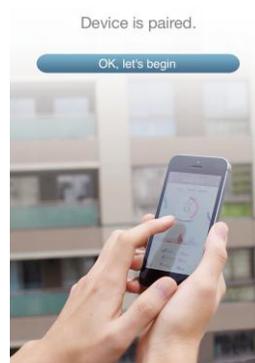
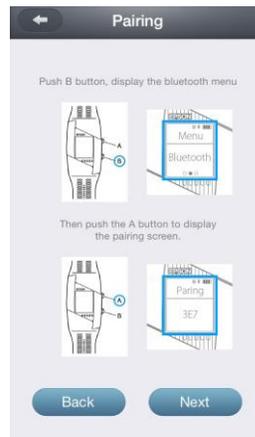
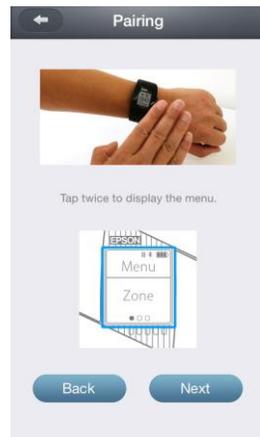


3. Follow the instructions in the Epson PULSENSE View Manual to proceed.

You need to set up a PULSENSE View account and follow the on-screen instructions.



Once you have created your account and completed your profile, follow the on-screen instructions to pair your PS-500 with your smart device.



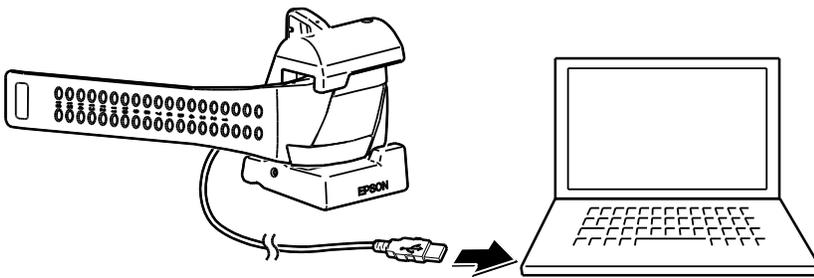
You can see "Complete" on your PS-500 when pairing was successful.

PC User

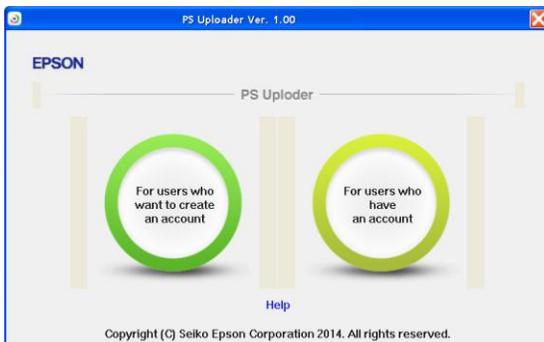
- 1 Download “PS Uploader” from below address.
www.epson.eu/pulsense
- 2 Execute the downloaded file and run the installation.
- 3 After installing, “PS Uploader” will open automatically. You can see “PS Uploader” icon in the taskbar.
“PS Uploader” icon



- 4 Insert the cradle's USB cable into the USB port of your PC.



- 5 Go to the “create account screen” and follow the on-screen instructions.



You need to set up a PULSENSE View account and follow the on-screen instructions.

How to use

This product measures heart rate and activity 24 hours a day, tracking your steps, distance, calories, sleep quality and heart rate across five zones helping you to make better lifestyle choices.

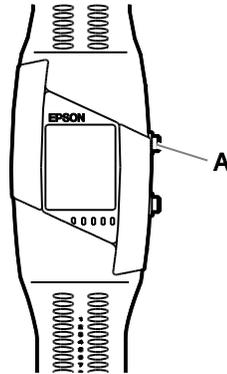
 [Heart rate measurement](#) on page 22

 [Menu Navigation](#) on page 30

 [Language setting](#) on page 37

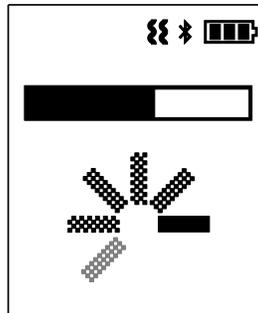
Heart rate measurement

Operation buttons



1 Attach the product to your wrist and press the [A] Button

Heart rate detection will start and a progress bar will be displayed.



- If the PS-500 cannot detect the heart rate within one minute the device will vibrate and an error message will be displayed. If the device does not detect your heart rate within three minutes, the product will vibrate for longer and an error message will be displayed. The PS-500 will then stop the heart detection.
- Press the [A] Button to start the heart rate detection again.

If the heart rate can't be detected

The following vibration (if enabled) and display is shown when heart rate can't be detected.

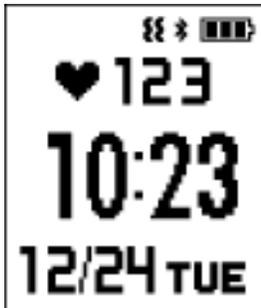
PS-500's Screen	State	Support
Pressure Error	It is likely that the device is not fitted correctly onto your wrist.	Wear the product closely around your wrist. Tighten the wrist band if your pulse is not measured correctly.
Pressure or Temp Error	It is likely that the device is not fitted correctly onto your wrist or the temperature on the surface of your skin is too low.	Wear the product closely around your wrist. Tighten the wrist band if your pulse is not measured correctly and warm your wrist and fingertips if they seem cold.

Note:

Try the below to facilitate heart rate detection.

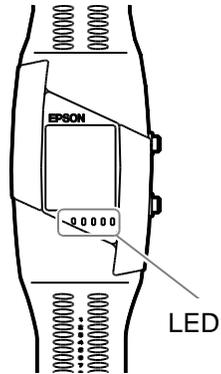
- Try to keep your body and arms still.
- Position the arm below your heart. Do not cross your arms.

2 Once detection is complete, your heart rate will be displayed on the screen as shown below.



Heart rate zones

You can check your heart rate zone using the product LEDs. Settings can be made via PULSESENSE View to determine when the LEDs will illuminate. See below table for the available settings.



LED	% of max. heart rate	LED settings			
		TAP	FLASH	ON	OFF
■ □ □ □ □	Under 40%	Blinking	OFF (If you tap, the LED will blink)		-
■ □ □ □ □	40~49%	Blinking		ON	-
■ ■ □ □ □	50~59%	↑	↑	↑	-
■ ■ ■ □ □	60~69%	↑	↑	↑	-
■ ■ ■ ■ □	70~79%	↑	↑	↑	-
■ ■ ■ ■ ■	80~89%	↑	↑	↑	-
■ ■ ■ ■ ■	Above 90%	Blinking (Faster)			-

Note:

- Your initial heart rate zones are calculated by your profile data. When using the PS-500 overnight the heart rate zones will be adjusted according to your basal heart rate (minimum heart rate).
- You can check your real time heart rate (updated every four seconds) in the PULSESENSE View app. Swipe the tab located in the middle at the top of the screen to the bottom in order to display the real-time meter.

How your heart rate measurement is being used

The PS-500 continuously monitors your heart rate and uses this recording in addition to your body movement to calculate the individual activities in PULSESENSE View. We therefore recommend having the heart rate detection enabled all the time, not only during exercise.

For more information, go to the Help section within the PULSESENSE View app.

How to stop and resume heart rate measurement

1 Manual Operation.

- 1 To stop measuring your heart rate, press the [A] button.
- 2 Confirm to stop heart rate measurement by pressing the [A] Button.



Note:

If the [A] Button was pressed accidentally it will return back to the time screen after 10 seconds. You can also hold the [B] Button to return to the previous screen.

2 Automatically stop heart rate measurement

If you remove the PS-500 and no movement is detected the device will automatically enter the sleep mode.

Display Screen In Heart Rate Measurement Mode

While in the heart rate measurement mode, you can check your real-time heart rate data and statistics on the screens below. Press the [B] Button to change the display.



How long in fat burning zone.



Calories burned.



Privacy screen (Displays time and date without showing heart rate value)



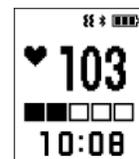
Steps



Heart rate, time and date



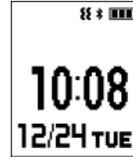
Distance calculated by steps



Heart rate and zone indicator

Display Screen (Without measuring heart rate)

When heart rate measurement is disabled, you can check your statistics on the screens below. Press the [B] Button to change the display.



Calories burned

Time and date

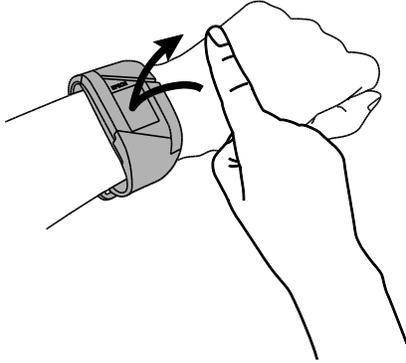


Steps

Distance calculated by steps

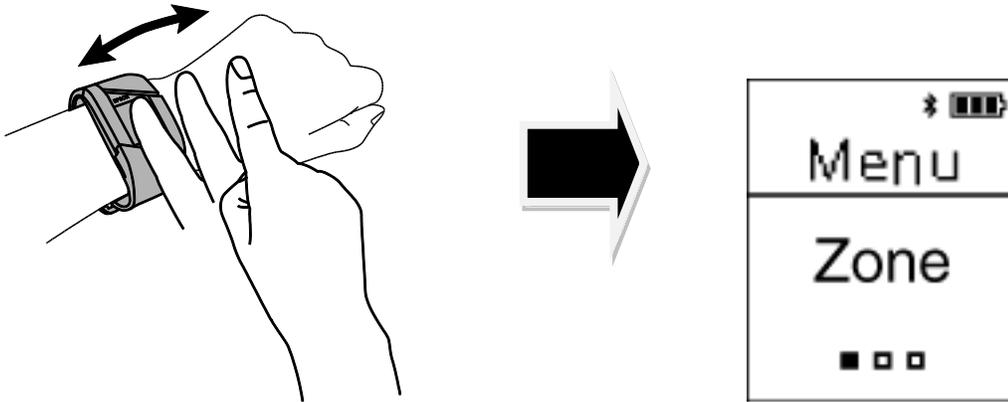
Back light

Tap the screen of the PS-500 once to turn the backlight on.



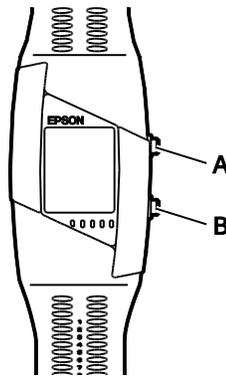
Menu Navigation

Tap the screen of the PS-500 twice to enter the menu.

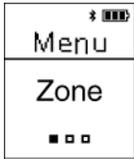


Navigate in the menu

Once in the menu, press the [B] Button to navigate between the sub-menus. Press the [A] Button to enter a sub-menu. If you want to return to the time screen hold [B] button.



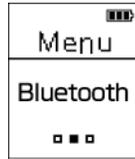
Zone Menu



page on 32



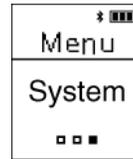
Bluetooth® Menu



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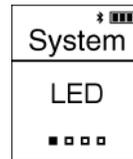
Systems Menu



Back to “Zone Menu”



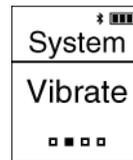
LED



page on 35



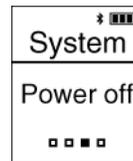
Vibrate



page on 36



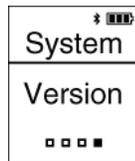
Power OFF



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Version



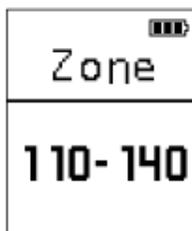
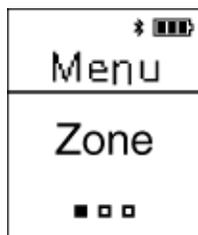
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Back to “LED”

Check your heart rate range in the fat burning zone

You can check in which heart rate range you have to be to enter the fat burning zone in the [Zone] menu. Press the [A] Button once in the [Zone] screen.



Go back to the previous screen.

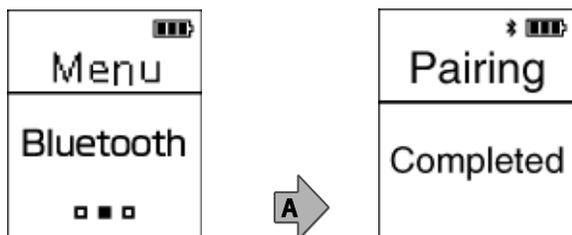
Bluetooth® settings

Pairing

Enter the Bluetooth® menu to pair with a smart device or PULSESENSE View.

Note:

Make sure that the product is within one meter from the smart device.
Your smart device will need to be connected to the Internet to complete pairing.

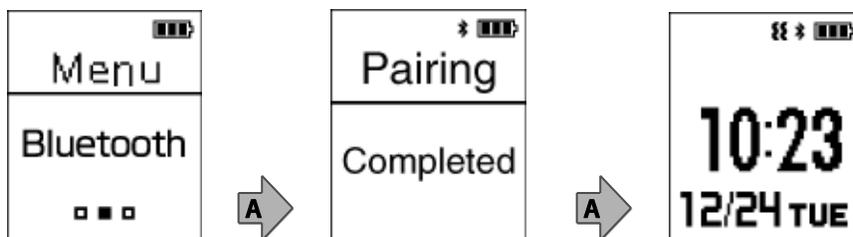


Un-pair

By this operation, pairing information will be deleted from the PS-500.

1 Delete pairing information from PS-500

Enter the Bluetooth® menu and press the [A] Button.



2 Delete pairing information from 「PULSESENSE View」

- 1 Open the 「PULSESENSE View」
- 2 Go to the settings and pairing menu.
- 3 Delete PS-500.

3 Delete pairing information from your smart device

Go to the Bluetooth® menu of your smart device and delete the PS-500.

Pairing issues

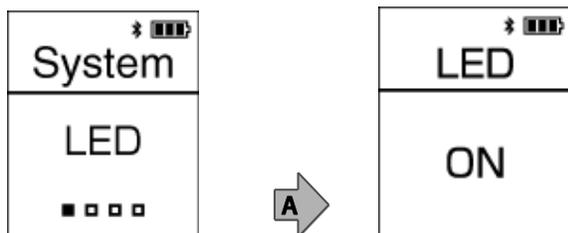
<When using the product for the first time>

Check	What
1	Attach the PS-500 to the cradle to cancel the battery protection mode.
2	Enable Bluetooth® communication on your smart device.
3	To check smart device compatibility follow this link www.epson.eu/pulsense
4	Ensure your smart device is connected to the Internet.
5	Remove any other PULSENSE product that could interfere with the Bluetooth® communication.

<When pairing is lost or the PS-500 has been paired with another smart device>

Check	What
1	Has the PS-500 already been un-paired? If not, tap the screen twice to enter the menu and press the [B] Button to enter the Bluetooth® menu. Confirm your selection by pressing the [A] Button
2	Has the PS-500 already been deleted from PULSENSE View? Delete the PS-500 from the pairing menu in PULSENSE View
3	Has the PS-500 already been deleted in the Bluetooth® settings of your smart device? Delete the PS-500 from the Bluetooth® menu in smart device
4	Has Bluetooth® communication been enabled on your smart device?
5	To check smart device compatibility follow this link www.epson.eu/pulsense
6	Ensure your smart device is connected to the Internet.
7	Remove any other PULSENSE product that could interfere with the Bluetooth® communication.

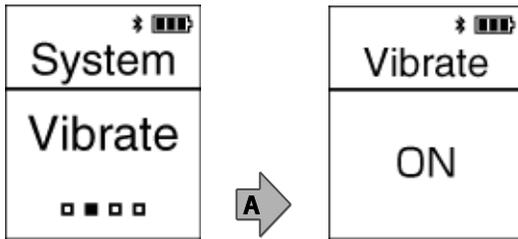
LED Settings



Press the [B] Button and select from [TAP]、
[FLASH]、[ON]、[OFF] and press the[A] Button.

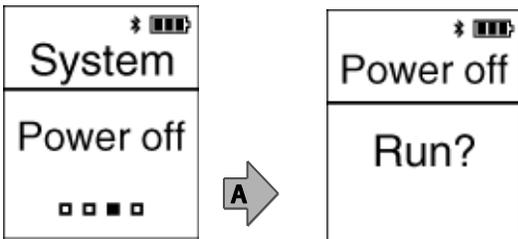
About the LED pattern, see "[Heart rate zones](#)" page on24

Vibration settings



Press the [B] Button to select [ON] or [OFF], press [A] to set.

Power Off



-  Turn off PS-500.
 -  Back to the previous screen.
- (Hold down [B])

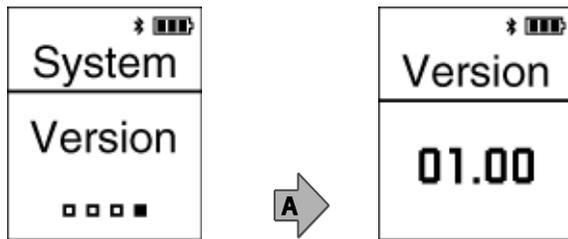
To turn the PS-500 on again.

- Press [A] or [B]
- Attach the product to the charging cradle.

Note:

Even if not used, the product should be charged at least once within a 6 month period. Failing to do so might affect the performance of the rechargeable battery.

Firmware



Language setting

The following languages are supported: Japanese, English, French, German, and Traditional Chinese.

Go to 'Regional Settings' in PULSESENSE View to select your language.

Press the [A] or [B] Button to write the settings to your device.

Other Functions

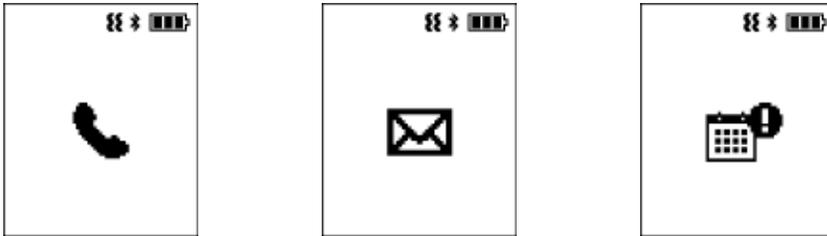
 [“Notification Settings”](#) on page 39

 [“Wake-up Alarm”](#) on page 40

 [“Fitting adjustment”](#) on page 41

Notification Settings

The PS-500 can alert you of E-Mails, calls or schedule notifications received on your smart device.



The notification settings must be set in PULSESENSE View. See Help section in the PULSESENSE View for details.

Note:

The PS-500 must be connected via Bluetooth® to your smart device. Some additional settings might be required in the Notifications Settings of your smart device. See your smart device manual for details. Some Android devices may not support this function..

Wake-up Alarm

You can set a sleep-phase alarm to wake you at a light sleep phase, making it easier to wake up.

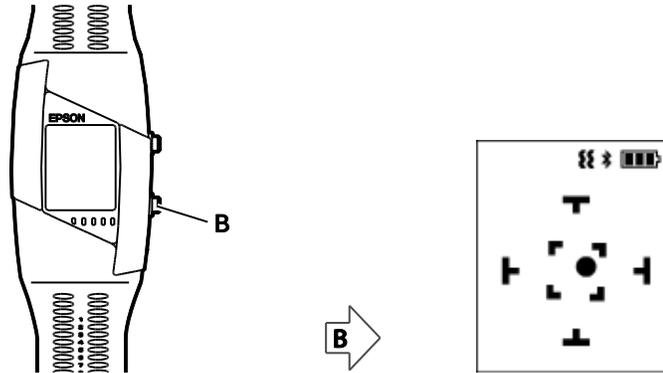


You need to set the alarm time and a window time during which PULSESENSE can wake you up. For example if you set 7am as your alarm time and 30 minutes as your window, PULSESENSE will vibrate to wake you in a light sleep phase between 6:30 and 7:00.

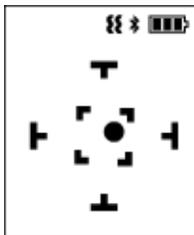
Fitting adjustment

The PS-500 has a tool to correctly adjust the strap for optimal heart rate reading.

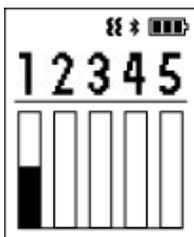
- 1** Wear the product loose, hold the [B] Button and remember the wrist band hole number.



- 2** Position your wrist, so that the black ball is in the centre of the target.



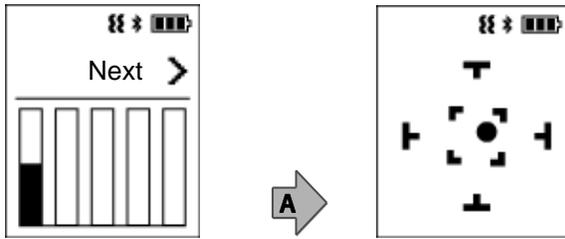
- 3** Heart rate measurement start automatically and the screen below is shown.



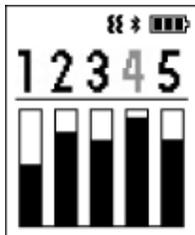
Note:

Try to keep your arm as still as possible. If you move too much, the screen will turn back to step 2.

- 4** Once the first bar is finished and 'Next' is displayed, tighten the wrist bar by one setting and repeat step 2 and 3.



- 5** Once the test is complete, reposition the wrist band to the highest setting for best results.



Maintenance

 [“Looking after your device”](#) on page 44

 [“Replacing the Battery”](#) on page 45

 [“Updating the Firmware”](#) on page 46

Looking after your device

Clean the PS-500 regularly. Wipe the product with a slightly moist soft cloth and then dry, or use a soft brush.

! Important:

- Avoid water, sweat or dirt build up between your skin and the product as it could lead to skin irritations.

About the wristband

The wristband is made of silicon which could lose its elasticity and colour over time.

Replacing the Battery

You cannot replace the built-in rechargeable battery .

Updating the Firmware

You may be able to solve problems that occur by updating the firmware.

We recommend using the latest version.

! Important

When updating the firmware, the history may be deleted and settings may be initialised. For more details on updating by smart device, see the following website.

www.epson.eu/pulsense

Before updating the firmware, we recommend uploading your measurement data to PULSESENSE View via the app or PS Uploader.

Appendix



[“Product Specification”](#) on page 48

Product Specification

Device Specifications

Contents	Specification
Model	PS-500
Size (LxWxH)	45mm x 35mm x 14mm (Excluding sensor unit) 1.77in x 1.38in x 0.55in (Excluding sensor unit)
Weight	Approx. 44g
Wrist Size	140-190mm (5.51in-7.48in)
Battery	Rechargeable Lithium Ion 75mAh
Battery Life (Heart rate ON)	Approx. 36hours (depending on usage)
Recharge Time	Approx. 3.5hours (from empty to full)
Water Resistance	3bar
Connectivity	Bluetooth® Smart & USB
Operating Temperature	-5°C~+40°C
Storage Temperature	-20°C~+60°C

Cradle Specification

Contents	Specification
Operating Temperature	-5°C~35°C
Function	Recharge, update PS-500 data through PC.

Options specifications

You can purchase the following optional extras.

AC adapter

Contents	Specifications
Model	SFAC02 for Europe excluding UK and Ireland. SFAC03 for UK and Ireland.
Input	AC 100-240V 50/60Hz
Output	DC 5V / 1.0A

Troubleshooting

This section explains how to solve problems that occur during use.



[“Caution”](#) on page 50



[“Problem Solving”](#) on page 51



[“Resetting the System”](#) on page 52



[“Contacting us”](#) on page 53

Caution

- Clean the PS-500 regularly. Wipe the product with a slightly moist soft cloth and then dry, or use a soft brush.
- Do not use the cradle or AC adapter if they are in any way damaged, faulty or contaminated by foreign material such as dust, water or dirt. Do not use any adapter other than the specified adapter for charging.
- If charging becomes unstable, clean the contact points on the device and cradle with a damp cotton swab.
- If device operations becomes unstable or if data transfer is not possible, perform a system reset by connecting the product to the cradle.
- Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise
- During sleep and in other situations your wrist may swell, loosen the band by one setting if it becomes tight.
- We recommend to connect the PS-500 to your smart device or PC once a day.

Problem Solving

Check each item.

	Problem	Solution
Basic Action	Nothing on the display.	After buying the product, the PS-500 is in battery protection mode. Set product to the cradle and connect to a USB port to charge the device and terminate the battery protection mode.  “Getting Started” on page 15
	The product is not responding according to the performed operation	Check the battery level and charge the device if necessary.
Charging	The device does not charge when set to the cradle. Charging stops frequently.	Charge in an environment where the surrounding temperature is 5 to 35°C Some PCs may not support the product. If you are connecting the charging cradle via a USB hub it may not charge. In this case please connect directly to the USB port of the PC. Clean the contact points of the product and charging cradle.  “Looking after your device” on page 43
	The product and charging cradle heat up while charging.	The product or cradle might be faulty. Immediately stop using the product and cradle, and contact our service center.
	A charging error is being displayed.	Charge in a location with an operating temperature of 5 to 35 °C.
Water Resistance	Can I use the product while swimming or diving?	The product is water resistant to 3bar. The product is not designed for swimming or diving.
	The inside of the glass where the sensor is located is cloudy.	Temporary clouding will not affect the product. Use it as is. If the clouding does not clear up after some time, water may have entered the product.
Data Transfer	Data transfer is not possible even though the product is connected to a smart device.	Refer to the Bluetooth® section in this manual to resolve pairing issues.

System Reset

If device operations become unstable, perform a system reset by connecting the product to the cradle. Charging resets the system, and returns the product to normal operation.

If this suggestion does not solve your problem, check  [“Problem Solving”](#) on page 51.

Contacting us

Go to www.epson.eu/pulsense for service contact details.

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