

# RENPHO

## Smart Scale



Renpho is committed to the environment by reducing paper usage. Please scan the QR code or enter the following URL to download the full version of the electronic user manual:



[www.renpho.com/pages/002](http://www.renpho.com/pages/002)

## Quick Start Guide

### Caution

- When using digital scale, certain basic safety precautions must be followed, including the following:
1. The Bluetooth scale should not be used to diagnose or treat any medical condition. You should consult a doctor when undertaking any diet or exercise program.
  2. If you are pregnant or have a pacemaker or other internal device, you should not over rely on the data provided by this product. All data is for reference and is not a substitute for advice from a licensed health care professional.
  3. If the scale malfunction, first check the batteries power and replace or charge if needed.
  4. Check the device before each use. Do not use the device if damaged. The continuous use of damaged unit may cause injury or improper results.
  5. Please keep the scale dry. Take care on the wet and slippery surface.
  6. Fragile, handle with care.
  7. Scale is a high-precision measuring device. Never jump or stomp on the scale or disassemble. Please handle the scale carefully to avoid breakage.
  8. The scale is not waterproof, never immerse the scale in water. To clean the surface, use a damp cloth or glass cleaner. Do not use soap or other chemicals.

### Have question?

☎ **Tel (US Only):** 1-(844)-417-0149(9:00am-4:30pm)

☎ **Tel (UK Only):** 44-785-555-5664

(GMT 9:00am-4:30pm Mon-Fri)

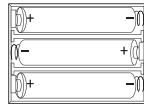
✉ **Email:** support@renpho.com(US)

support-eu@renpho.com(EU)

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### STEP 1

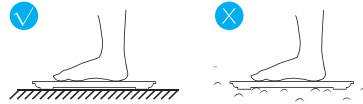
**Before first use: Install/charge battery:**



AAA battery model:  
Install the AAA batteries correctly included in the package.

### STEP 2

Use the scale in a firm, flat and stable location, avoid any carpet.



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### STEP 3

**Download and install the free "Renpho" App onto your smartphone.**



Scan the QR code or search "Renpho" in the Apple App Store or Google Play Store.



### STEP 4

Open the App and follow set-up and pairing instructions:

- a. Register your account in the Renpho App with email. Or you could login as Guest mode if you don't want to register.
- b. Enable bluetooth on your smart phone:
  - For iOS users, iOS 13 requires Bluetooth permissions:
    1. Go to setting;
    2. Scroll the Renpho App;
    3. Switch on the Bluetooth permission.
  - For Android users, make sure your location is turned on for Android 6.0 or later.

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Product : Body Composition Scale  
Model : CS20M

# RENPHO

### Know more about Renpho



### JOICOM CORPORATION

165 E. Freedom Ave., Anaheim, California, 92801, United States

Email: support@renpho.com

Tel: 1-844-417-0149

Support Hours: 9:00 am - 4:30 pm

Web: <https://renpho.com>

\*Please have your order number ready before contacting customer support.

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### STEP 5

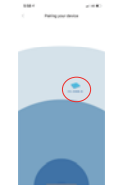
**Pairing the RENPHO scale with your smartphone.**



a. Tap "+" and choose "Device management" on the measuring page.



b. Step onto the scale with bare and dry feet on the scale's conductive area.



c. Tap the device name on the pairing page.



d. Keep standing on the scale for 5-10 seconds. Pairing is successful when your metrics appears on the Renpho App.

Congratulations! You have successfully completed the first measurement, now you can check the metrics on the app.

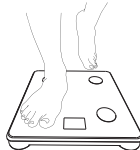
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### Importance

#### Recalibration:

If the scale has been moved or turned upside down, it must be calibrated to ensure accurate results.

1. Please place your scale in a firm, flat and stable location, avoid any carpet;
2. Step on with one foot to wake up the scale;
3. When the monitor shows digits, then step off;
4. Then scale will show "CAL", then "0.0" or "0.00", the calibration process is complete.



CAL → 00  
or  
CAL → 000

For more information, please scan the QR code or check out our website of the detailed instruction.



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### Frequently Asked Questions

#### 1. If your having connectivity issues, please do the "Bluetooth Anomaly Detection" function:

- Open the Renpho app.
- Go to "My Account" and select "Settings".
- Select "Bluetooth anomaly detection" and follow the instructions.
- Upload the abnormality report.
- Email our support team with your app account email and the error code (support@renpho.com).

#### 2. If the scale isn't detecting body fat and other data?

- Make sure your feet are bare.
- Stand firmly on the scale with feet apart, facing the LED digital display.
- Wait about 15s for the weighing process to finish.
- Try applying moisturizer to your feet and measure again.
- Ask another person to step on the scale and see if the body fat data works for them.

#### 3. I have registered an account on Renpho website, why can't I log into the App?

- Since the website and Renpho App are two different systems, you need to create an account in the App. If you got the prompt "the server is unable to service your request", please follow these steps:
- Check your internet connection. Turn off your WiFi, try to login using your mobile phone network/WLAN.
  - Disable your VPN if you are using one.

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This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference (1) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.  
FCC ID: 2ANDX-CS20M

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