



## Actxa Spark+ Heart Rate Activity Tracker AX-H200-02 User Manual

[Home](#) » [actxa](#) » Actxa Spark+ Heart Rate Activity Tracker AX-H200-02 User Manual 

## Contents

- 1 Actxa Spark+ Heart Rate Activity Tracker AX-H200-02 User Manual
- 2 01. Introducing The Actxa Spark+
- 3 02. Turning On
- 4 03. Optimum Fit
- 5 04. Set Up With The Acxta App
- 6 05. Syncing On The Actxa App
- 7 Daily Use
- 8 No VO2 Max reading?
- 9 Your Activity In A Flash
- 10 Understanding Your Heart Rate Readings
- 11 Water Resistant
- 12 Charging
- 13 License & Copyright
- 14 Limited Product Warranty
- 15 Workout
- 16 VO2 Max & Fitness Age Test
- 17 Ready To Begin
- 18 About Actxa Spark+
- 19 Display
- 20 Battery & Charging
- 21 Heart Rate
- 22 Activity
- 23 Sleep
- 24 Alarm & Notifications
- 25 Pairing & Syncing
- 26 Account & Settings
- 27 Others
- 28 Download
- 29 Related Posts

**Actxa Spark+ Heart Rate Activity Tracker AX-H200-02 User Manual**



Heart Rate Tracker With VO2 Max & Fitness Age  
Model No: AX-H200-02

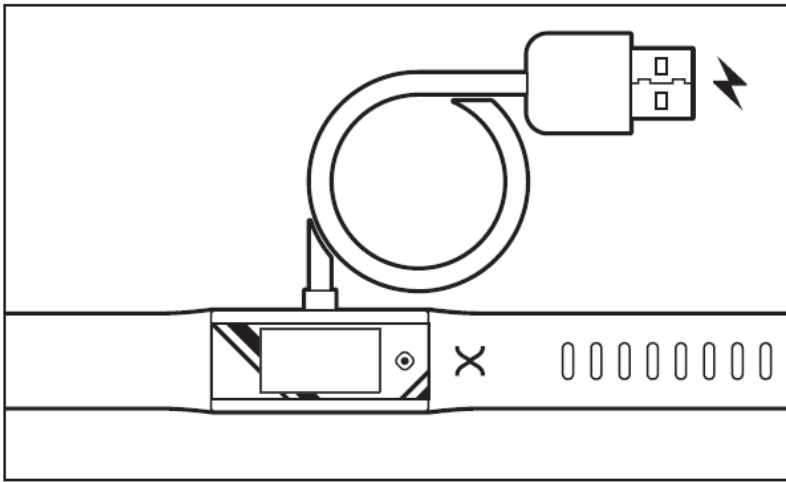
## 01. Introducing The Actxa Spark+

The Actxa Spark+ is an all-day activity tracker with continuous heart rate monitoring and heart rate zone indication markers. It also measures VO2 Max and fitness age.

## 02. Turning On

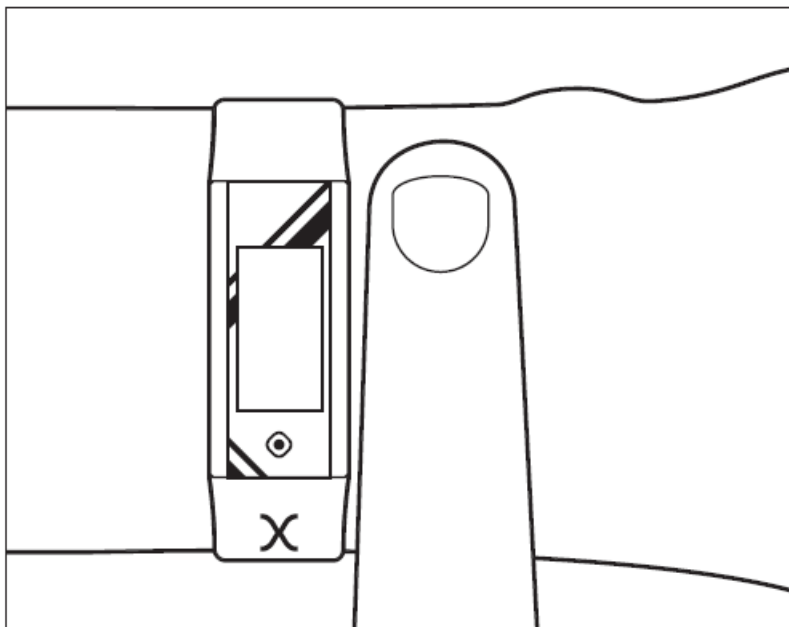
All new Actxa Spark+ activity trackers are pre-packaged on hibernation mode for battery conservation purposes. On your first use, place the Actxa Spark+ on the magnetic charging cable, before switching on the power either from an adapter or standard USB port.

Please allow a minimum of two-hours charge up before attempting to pair the Actxa Spark+ to your smartphone.



### 03. Optimum Fit

For the best heart rate tracking results, position the Actxa Spark+ approximately one finger-width away from your wrist bone, and ensure the buckle is secured for a tight, but breathable fit.



### 04. Set Up With The Acxta App

Download the Actxa App to set up your personal account and to activate the Actxa Spark+ activity tracker. The Actxa App can be installed from the App Store or Google Play.



## 05. Syncing On The Actxa App

Launch the Actxa App and follow the on-screen instructions to activate your Actxa Spark+ activity tracker and pair the device with your smartphone. Once successfully paired, you will be able to sync all daily activity statistics from the tracker to the Actxa App.

### Daily Use

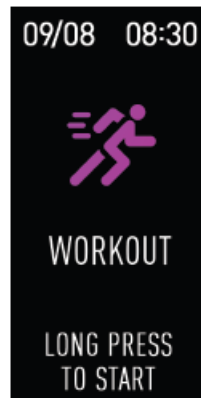
A gentle tap on the touch button located below the screen will activate the display. Continue tapping to toggle between the various screens to view different activity information. Alternatively, simply raise your wrist to activate the display automatically.



Home Screen



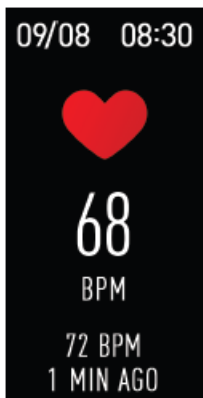
Activity



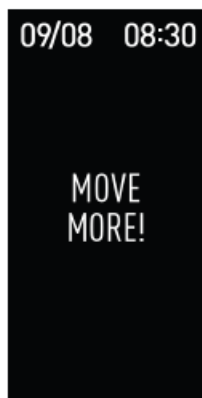
Workout



Intensity Minute



Real-Time  
HR Monitoring



Move Alert



Call/Message  
Alert



Silent Alarm

## No VO2 Max reading?

If you cannot get a VO2 Max and Fitness Age reading, try these tips:

- Brisk walk with a natural stride at the guided tempo. You do not need to deliberately take longer or shorter strides.
- Swing your arms naturally.
- Avoid checking the Spark+ screen or your phone.
- Walk continuously on flat ground.
- Wear the Spark+ correctly (see Optimum Fit section).

## Your Activity In A Flash

Sync your daily stats with Actxa App and view your activity in a flash on the Dashboard



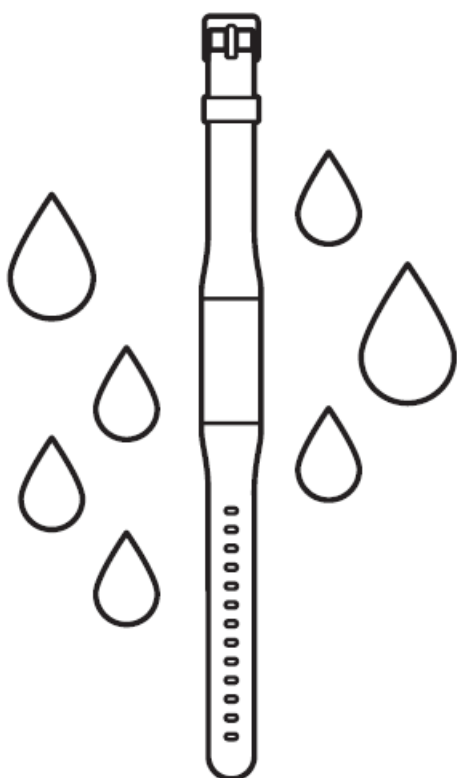
## Understanding Your Heart Rate Readings

Relax ›	Below 50% of your maximum heart rate
Warm Up ›	Between 50% to 63.9% of your maximum heart rate
Fat Burn ›	Between 64% to 69.9% of your maximum heart rate
Cardio ›	Between 70% to 79.9% of your maximum heart rate
Intense ›	Between 80% to 89.9% of your maximum heart rate
Max ›	Greater than 90% of your maximum heart rate

To find out your maximum heart rate, the number can be estimated using the common formula of deducting your current age from 220. For example, a 30 year-old will have an estimated maximum heart rate of 190 (220 – 30). For more information on HR zones, go to [www.actxa.com/spark-plus](http://www.actxa.com/spark-plus).

## Water Resistant

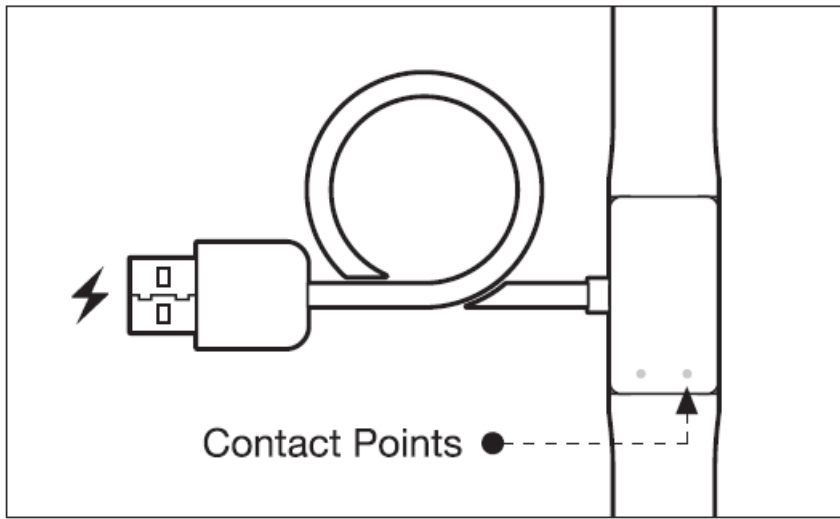
The device is water, sweat, and splash proof. It is not suitable for prolonged underwater activities. Please remove the device when swimming, engaging in watersports or entering a steam/sauna room.



## Charging

The battery indicator is displayed on the home screen. Charge the Actxa Spark+ whenever there's only 1 remaining bar of power. To charge, place the Actxa Spark+ on the magnetic charging cable, before switching on the power either from an adapter or standard USB port for at least two hours.

**Important Note:** Do turn off the power source once it has fully charged to keep the battery in optimal working condition.



## License & Copyright

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## Limited Product Warranty

The Actxa Spark+ (The 'Product') is guaranteed against manufacturer's defects for a period of 1 year from the date of purchase. This warranty only covers defects in material and workmanship.

Actxa will inspect the product to ascertain the nature of defect(s). Actxa will repair the product at no charge, using new or refurbished replacement parts, or replace the product with a new or refurbished product. Where a replacement product is supplied, this shall be guaranteed for the balance of the original warranty period. Any models that are no longer available shall be replaced by a model of a value and with such features as Actxa considers appropriate in the given circumstance.

The warranty does not cover normal wear and tear, excessive abuse, or misuse and damage arising from failure to follow instructions relating to the Product's use.

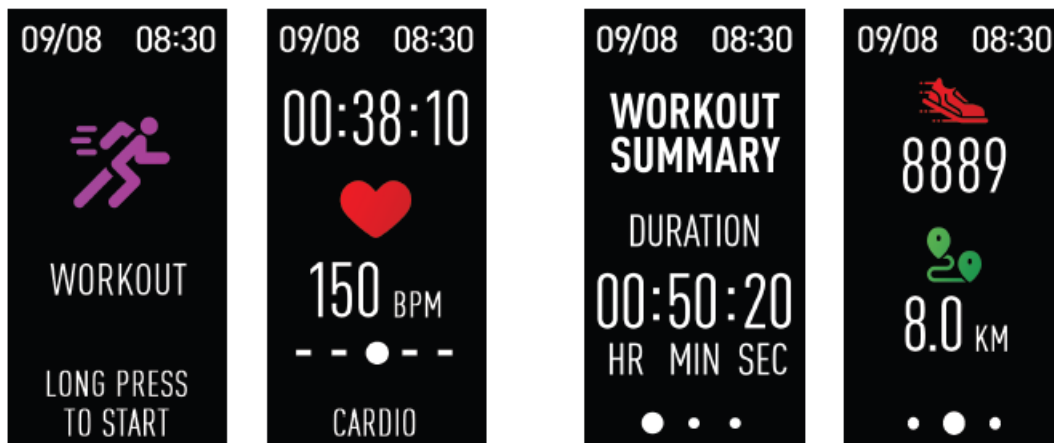
This Limited Warranty does not cover the services provided by Actxa Pte Ltd or any 3rd party service provider rendered to owners of the Product. All warranty claims must be accompanied by a valid sales receipt and this warranty booklet.

## Workout

To turn on Workout mode, tap to the workout screen, tap and hold the touch button to start. When workout mode is turned on, the display will indicate your current heart rate reading and zone. You can view your workout summary after every workout. At the end of your workout, tap and hold the touch button again for 3 seconds to stop the recording, and to see your workout summary.

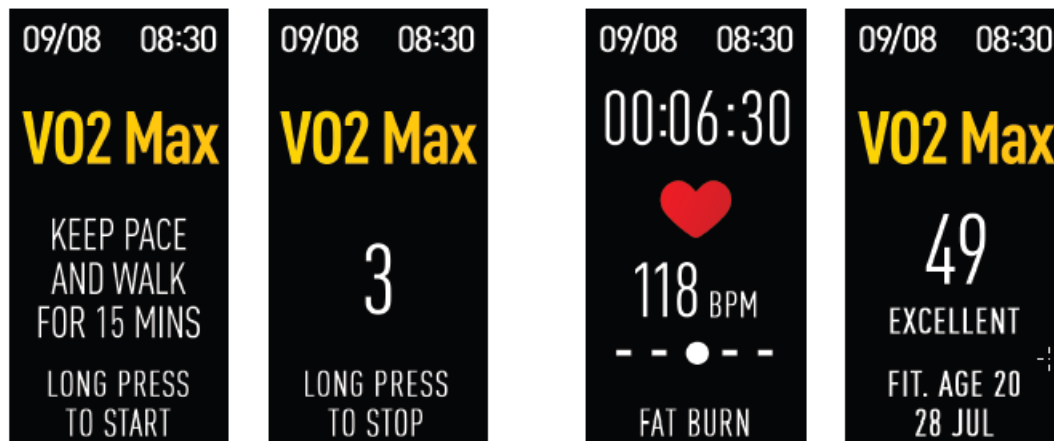
**Note:** The Spark+ activity tracker is able to monitor your Intensity Minutes automatically throughout the day.





## VO2 Max & Fitness Age Test

Find out your VO2 Max fitness level and Fitness Age by using the VO2 Max feature. Find a place where you can brisk walk continuously without stopping or interruption. Tap to select VO2 Max measurement screen on the Spark+. Tap and hold the touch button to start the measurement. Brisk walk (no more than 15 minutes) along to the guided tempo of the buzzes. Measurement ends with 3 long buzzes.



## Ready To Begin

Congratulations! You are now ready to begin using your Actxa Spark+.

For support enquiries, check out

[www.actxa.com/support](http://www.actxa.com/support), or contact our customer service team at [support@actxa.com](mailto:support@actxa.com).



**Brand Name:** Actxa

**Product Name:** Actxa Spark+

**Model Name:** AX-H200

**Input:** 5.0V — 500mA

Powered by 3.7V Li-ion battery

**Manufacturer Name:** Actxa Pte Ltd

**Manufacturer Address:**

**Actxa Pte Ltd**

10 Eunos Road 8, 13-08

Singapore Post Centre

Singapore 408600

**Complies with IDA Standards DA107472**

[www.actxa.com](http://www.actxa.com)

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## About Actxa Spark+

### What is Actxa Spark+?

The powered up version of Spark allows for VO2 max and fitness age tracking. The Spark+ is designed to encourage you to take the first step towards a better health and fitness level. From essentials such as Workout Tracking to getting your VO2 Max and Fitness Age, the Spark+ is packed with features to motivate you to achieve your fitness goals!

Spark+ is also designed to complement Actxa wellness solutions by encouraging participants to take the first step towards better health and fitness levels.

For more information, please refer to <https://actxa.com/products/sparkplus>

### What are some of the key features that Spark+ can do?

Key features of Actxa Spark+ include:

**Manually Triggered Workout Mode**

– Long press to start detecting your workout session

### **All-Day Intensity Minutes Detection**

– Auto detect intensity minutes without the need to manually trigger workout mode

### **VO2 Max Tracking**

– VO2 Max tracking allows you to see how their body is using its most efficient energy source-Oxygen. The higher their VO2 Max, the fitter they are and the younger their Fitness Age! Here's the good news-they can turn back the clock with their improved VO2 Max. VO2 Max Fitness Level classification ranges from "very poor" to "excellent". Check out the VO2 Max Fitness Level Classification for [males and females](#).

– Test your VO2 Max Level with Actxa Spark+ to know your corresponding fitness age!

### **Heart Rate (HR) Monitoring**

– Supports heart rate monitoring with 6 pre-defined heart rate zones (Relax, Warm-Up, Fat Burn, Cardio, Intense, Max) for targeted training through visual indications on the screen.

– Vibration notification to alert you when your heart rate reaches the "Max" HR Zone or when you drop out of the "Max" HR Zone.

### **Max HR**

– Your Max HR is automatically calculated based on your age or you may wish to alter it.

### **Activity Statistics**

– Each activity session is recorded with HR monitoring and synced to the app. Your workout routines will be tabulated into easy-to-read graphs.

– All activity sessions will include HR reading, steps, calories, active time, distance and session's start and end time.

– Saves up to 100 activity sessions.

### **Stay Connected**

– Using Bluetooth 4.0 technology, the latest Actxa Spark+ links up with your mobile phone (under 10 metres away), notifying via light vibrations when you receive a call (with Caller ID shown on the screen), SMS, message or email.

### **Customisable Display**

– Choose your preferred activities to appear on the display screen, customising it as often as you like via the app.

### **Auto Sleep**

– With Auto Sleep, your tracker will automatically detect your sleeping period and track your sleeping quality accordingly.

## **I got my first new Spark+. What should I do next?**

Before you proceed, ensure that your Spark+ is charged via the magnetic charging cable for at least 1.5 hours. The maximum charging time for the Spark+ is 2 hours. Do be careful not to overcharge it!

You are advised to do the following:

### **Next, do the following:**

1. Download the Actxa app through Google Play or App Store.
2. Launch the app and select "Actxa Spark+" during the set-up process.
3. Enable your phone's Bluetooth feature and place your Spark+ tracker within range.
4. Enter the 4 digits code that is displayed on your Spark+.

You are now ready to use Spark+ to keep track of your cardiovascular fitness level!

## **How should I wear Spark+ for best results?**

For the best heart rate tracking results, position Spark+ approximately one finger-width away from your wrist bone, and ensure the buckle is secured for a tight, but breathable fit

## **Can I swim or shower with Spark+?**

Spark+ is IP67 certified and can be submerged underwater (no more than 1m) for at most 30 minutes.

You are advised to remove your Actxa Spark+ before any activities that may require prolonged water exposure.

## **Display**

### **What can I view on Spark+'s display?**

Spark+ trackers display information time/date, heart rate reading, steps walked, calories burned, active time, distance travelled, sleep duration, call/text/email notifications and alarms.

You can customise your Spark+ to display only the information that you want to see on the LED screen.

Go to Devices > Customise Display to try this feature.

### **How can I choose which activity statistics I want to view on the Spark+ tracker?**

You can customise your Spark+ to display only the information that you want to see on the LED screen.

To customise display:

1. Launch the Actxa app.
2. Go to Devices > Customise Display.
3. Enable/disable each activity that you wish to display

**Note:** You can only enable/disable Steps, Calories Burned, Active Time or Distance.

### **How can I enable/disable the Raise-Wrist Display feature?**

By enabling the wrist-activated Raise-Wrist Display feature, you will be able to turn on the screen by lifting your wrist to usual viewing position. If you have disabled this feature, you will have to tap on the Spark+'s display itself to check your activity statistics.

1. Launch the Actxa app.
2. Go to Devices > Customise Display.
3. Enable/disable the "Activate Raise-Wrist Display on Wrist Raise".

### **There is nothing displayed on my Spark+. What should I do?**

There might be a few reasons why you are unable to view anything on your Spark+.

External Factors

Dirt, grime, oil or wet surface may affect the touch sensitivity of the screen.

Please use a damp cloth to wipe the screen and try again.

Low Battery

If your tracker's battery level is low, touch sensitivity might be affected.

Please charge your tracker for at least 2 hours before trying again.

If you have done the steps above and the issue persists, kindly drop us an email contact Actxa Support at [support@actxa.com](mailto:support@actxa.com).

## **Battery & Charging**

### **Why isn't my Spark+ charging?**

- Check that your tracker is placed in the correct orientation on top of the magnetic charging cable.
- The 2 pins should be in contact.
- Alternatively, try using a different USB charging port.
- If you have done the steps above and the issue persists, kindly drop us an email at [support@actxa.com](mailto:support@actxa.com).

### **My Spark+ runs out of battery faster than usual. What should I do?**

- Without enabling the workout mode, Spark+ is able to last 3 to 5 days after a full charge.
- There might be some reasons why your battery level runs out faster than usual.

You may have:

- Turned on workout mode for a long period of time
- As enabling the workout mode requires the tracker to constantly detect the pulse with high-intensity green light-emitting diodes (LEDs), the battery tends to drain out faster than usual..
- Received a large number of call/message/email notifications

- Every time a call/message/email notification is received, a light vibration will be triggered.
- You can conserve battery by enabling only applications that matter to you most.
- Unplugged the tracker before it is fully charged
- A full charge should take approximately 2 hours.
- If you have unplugged the tracker before it is fully charged, your tracker will tend to drain out faster than usual.
- Tapped and activated the screen display too many times
- You can conserve battery by disabling the “Activate Display on Wrist Raise” feature to prevent the display from lighting up unintentionally.

## **Heart Rate**

### **How does Spark+ track my heart rate?**

Spark+ has **PPG (photoplethysmogram)** sensors which use high-intensity green light-emitting diodes (LEDs) and photodetectors that provide reliable monitoring of the pulse rate in a non-invasive manner.

### **How accurate is Spark+’s heart rate technology?**

Spark+ is designed as a simple and non-intrusive device to help every individual measure and monitor their heart rate readings while doing their everyday workout.

It is not catered for experienced athletes who require accuracy in a beat-by-beat basis, which can only be obtained by electrocardiography (ECG) sensors.

To improve the accuracy of your heart rate readings, you are advised to wear the Actxa Spark+ approximately one finger-width away from your wrist bone, and ensure the buckle is secured for a tight, but breathable fit.

<http://neurosky.com/wp-content/uploads/2016/06/TOF-side-by-side-competitor-comparison.pdf>

### **How can I track my heart rate while doing a workout?**

#### **Before you start on your workout,**

1. Wear the tracker 1 finger width away from your wrist bone.
2. Secure it with a tight, but breathable fit.

#### **Once you are ready for the workout,**

1. Tap to the display with the heart rate reading. It will show you ‘Long Press to Start’
2. Long press on the screen till it shows you ‘Reading...’
3. The display will indicate your current heart rate reading and its zone.

**Note:** It will take at least 2 minutes before the tracker records your activity.

#### **After you are done with your workout,**

1. Tap to the display with the heart rate reading again. It will show you “Long Press to Stop”.
2. Long press on the screen and tap “Stop” to end your workout session.

#### **To track how well you’ve performed in your workout,**

1. Enable your bluetooth connection on your smartphone.
2. Launch the Actxa app on your smartphone and pull down the dashboard to sync.
3. On the dashboard, your Activity Statistics will show the latest activity session.
4. Tap on the Activity Statistics tab and analyse how well you’ve performed with your activity report!

### **How do I view my Activity Report?**

An Activity Report will be generated each time after you end the HR monitoring mode on your tracker. Enable your bluetooth connection, launch your Actxa app and pull down the dashboard to sync.

### **To view your latest Activity Report:**

1. On the dashboard, tap on the Activity Statistics tab. You will be able to view the latest Activity Report.
2. Every Activity Report will include:
  - Start and End timestamp
  - Any Steps, Calories Burned, Distance Travelled, Active Time accumulated between this time period
  - A line graph that tells you the different heart rate zones that you've hit during your exercise.
  - Breakdown of how long you've been in each target heart rate zone.
  - A short description of what each heart rate zone means.

### **To view your past Activity Reports:**

1. On the dashboard, tap on the Activity Statistics tab.
2. You will be directed to the Activity Summary page.
3. On the Activity Summary, it will show you all the Activity Reports that you have recorded for that day.
4. Tap on any Activity Report that you wish to see.

### **What does the “target heart rate zones” in my activity report mean?**

The different heart rate zones [tells](#) you that your body is working at the zones which has different benefits specific to it unless your workout consists of using more than 1 heart rate zone.

Max HR zone (90 – 100%): Training in this zone requires you to be working out in a very high intensity. It is not sustainable for long periods of time and unsuitable for first-timers. After a workout in this zone, you should get a good recovery before the next workout session to avoid fatigue and injuries. Train in this zone to improve your performance and maximal speed.

Intense zone (80 – 89.9%): Training in this zone is a good and fast way of getting fit. If you wish to improve strength and speed endurance, you should aim to achieve this zone.

Cardio zone (70 – 79.9%): You should be able to sustain in this zone for a longer duration. You may be breathless at times but it gives you the most health benefits especially for those who are just starting to exercise.

Fat Burn zone (60 – 69.9%): You are able to burn the most total body fat by training in this zone but you have to [workout](#) for long duration about 30-60 mins or more. It varies between individuals due to type of training, food intake, genetics and etc.

Warm-up zone (50 – 59.9%): This zone is suitable before starting a workout whereby it involves the body to get used to the environment and get ready like an engine revving up. Do incorporate dynamic stretching to avoid getting any injuries during the session itself – it is like stretching a cold band which will break!

Relax [zone](#) (< 50%): Being in this zone means that your body is slowly getting into its normal state whereby it is rested after a hard workout. Don't forget to stretch to reduce muscle soreness, improves the body recovery as well as blood circulation in the body.

Disclaimer: Consult your doctor/physiotherapist/certified coaches for more details regarding your fitness training plans.

### **What is the recommended duration which I should train in each zone to be healthy?**

According to Health Promotion Board (HPB), every individual is recommended to accumulate 150 minutes of moderate intensity (60 – 69.9%) or 75 minutes of high intensity (80-89.9%) aerobic exercise per week. Health benefits of regular physical activity include a 20 – 50% reduced risk of premature death, incidence of coronary heart disease, type 2 diabetes, depression, stroke, high blood pressure, colon cancer and breast cancer, to name just a few.

[Click here](#) for more information regarding the physical guidelines for adults (19 – 49 y.o) and older adults (50+).

### **Can I delete any Activity Reports?**

Delete unwanted activity reports by following the steps below:

Launch the Actxa app.

On the dashboard, tap on the Activity Statistics tab. You will be directed to the Activity Summary page.

On the Activity Summary, it will show you all the Activity Reports that you have recorded for that day.  
On the unwanted record, swipe from right to left.  
For iOS users, tap “delete”. For Android users, tap “X”.  
Tap “Delete” again to confirm the removal of the unwanted record.  
Once the record has been deleted, it will be unable to be restored anymore.

**Note:** You can only delete Activity Statistics and Sleep records. You are unable to delete Steps, Calories Burned, Active Time and Distance.

### **Why can't I track my heart rate while doing a workout? Why is Spark+ unable to successfully track my heart rate during a workout?**

There might be a few reasons why your Spark+ is unable to track your heart rate.

#### Low battery

If your tracker's battery level falls below 2 bars, you will be unable to get into HR monitoring mode.  
Please charge your tracker for at least 2 hours before trying again.

#### Tracker not worn tightly

If your tracker is prompting you to wear tightly, that means that your tracker is worn too loosely.  
This has resulted in the tracker being unable to detect your pulse.  
Please secure it with a tight, but breathable fit then try again.

If you have done the steps above and the problem persists, kindly drop us an email at [support@actxa.com](mailto:support@actxa.com).

## **Activity**

### **How can I track if I've hit my daily goal for my fitness activities?**

On your Spark+, you will be able to view your real time activity statistics for the day.

Your Spark+ will vibrate the moment you achieve your goal.  
Subsequently, a star icon will be shown on each of the achieved activity screens.

If you have synced your Spark+ with the Actxa app, you will be able to see your daily progress on the Dashboard.  
For tracking of your daily, weekly and monthly progress, view it on the History page.

### **I feel that my activity tracking is inaccurate. What should I do?**

There might be a few reasons why you are unable to track your heart rate.

#### Inaccurate Stride Length

The default stride length used to calculate your steps count or distance is 70 cm.  
You may alter your stride length on the Profile page via the Actxa app.

#### Wrist You Wear

You are advised to wear your tracker on your non-dominant hand.  
However, if you feel that it is not sensitive enough, wear it on your dominant hand instead.

#### Excessive Arm Movements

If you perform activities that require more arm movements (such as cooking), more steps will be accumulated unintentionally. Before you perform such activities, you may remove your tracker to prevent any discrepancies.

### **Why are there no activity logs on my Spark+ after 12 midnight?**

All activity data will be saved and reset at 12 midnight everyday.  
You may check your previous day logs in the History tab via the Actxa app.

## **Sleep**

## How does Spark+ track my sleep quality?

Spark+ uses a built-in 3-axis accelerometer to track your sleep through movements. The greater the amount of movements detected means the more restless your sleep is. Your sleep duration should be at least 1 hour for the tracker to accurately depict your sleep quality.

### To track your sleep automatically:

1. Launch the Actxa app.
2. Go to “Devices”.
3. Tap “Auto-Sleep”. Enable it.

**Note:** You do not have to tap “Log Sleep” and “I’m Awake” buttons.

### To track your sleep manually:

1. Launch the Actxa app.
2. Go to “Devices”.
3. Tap “Log Sleep”
4. Wear the tracker to sleep.
5. Tap “I’m Awake” when you wake up the next morning.
6. You will be able to analyse your “Sleep Quality” for your previous sleep.

**Note:** Your steps, calories burned, active time and distance travelled during this period of time will not be recorded.

## What does my Sleep Quality analysis mean?

Your Sleep Quality analysis report will be tabulated into easy-to-read graphs after you end your sleep. An average adult is recommended to sleep for 7 to 9 hours.

### You should be able to view the following statistics:

- Sleep Time and Awake Time
- Total Sleep Duration
- Time Taken To Sleep
- Sleep Efficiency
- Duration in the 3 different sleep states (Deep / Light / Restless)

Analyse your sleep quality to know how well you’ve slept or if you had sufficient rest. Track your sleep regularly for a more consistent analysis.

## Can Spark+ automatically track my sleep quality? If yes, how?

Yes, Spark+ is able to track your sleep automatically by detecting your movements with the built-in 3-axis accelerometer.

By analysing the duration and intensity of your movements, the tracker will be able to differentiate when you are sleeping and when you are awake.

If you keep still for long periods of time, it may be possible that the tracker will assume that you are asleep. You may go to the Sleep Summary page and swipe to delete the unwanted sleep record.

### To track your sleep automatically:

1. Launch the Actxa app.
2. Go to “Devices”.
3. Tap “Auto-Sleep”. Enable it.

**Note:** You do not have to tap “Log Sleep” and “I’m Awake” buttons.

## How accurate does Spark+ track my sleep?

Spark+ is designed as a simple and non-intrusive device to help every individual track and monitor their daily sleep routine. This will be useful for them to make improvements to their daily life to improve their general well-



being.

The collected sleep quality data is not meant to be used for medical or clinical purposes.  
If you are facing sleeping difficulties, please consult a medical professional or doctor to find out more.

To improve the accuracy of your sleep tracking, you are advised to secure Spark+ with a tight, but breathable fit.  
You also need at least 1 hour of sleep in order to generate sufficient data for analysis.

In cases where the Spark+ has falsely assumed that you are sleeping, you may go to the Sleep Summary page and swipe to delete the unwanted sleep record.

You may also consider disabling the Auto-Sleep feature and log sleep manually as well.

To track your sleep manually:

1. Launch the Actxa app.
2. Go to "Devices".
3. Tap "Log Sleep"
4. Wear the tracker to sleep.
5. Tap "I'm Awake" when you wake up the next morning.
6. You will be able to analyse your "Sleep Quality" for your previous sleep.

### **Why does the Actxa app show shorter sleep time than my actual sleep?**

Your activity and sleep data resets at 12 midnight everyday.

If you sleep from 10pm to 6am, 2 hours will be recorded as the previous day's sleep while 6 hours will be recorded to today's sleep.

### **Can I delete any Sleep records?**

You may delete unwanted sleep records by following the steps below:

1. Launch the Actxa app.
2. On the dashboard, tap on the Sleep tab. You will be directed to the Sleep Summary page.
3. On the Sleep Summary, it will show you all the sleep logs that you have recorded for that day.
4. On the unwanted record, swipe from right to left.
5. For iOS users, tap "delete". For Android users, tap "X".
6. Tap "Delete" again to confirm the removal of the unwanted record.

Once the record has been deleted, it will be unable to be restored anymore.

**Note:** You can only delete Activity Statistics and Sleep records. You are unable to delete Steps, Calories Burned, Active Time and Distance.

### **External Factors**

Dirt, grime, oil or wet surface may affect the touch sensitivity of the screen.

Please use a damp cloth to wipe the screen and try again.

### **Low Battery**

If your tracker's battery level is low, touch sensitivity might be affected.

Please charge your tracker for at least 2 hours before trying again.

If you have done the steps above and the issue persists, kindly drop us an email contact Actxa Support at [support@actxa.com](mailto:support@actxa.com).

Without enabling the workout mode, Spark+ is able to last 3 to 5 days after a full charge.

There might be some reasons why your battery level runs out faster than usual.

You may have:

Turned on workout mode for a long period of time

As enabling the workout mode requires the tracker to constantly detect the pulse with high-intensity green light-emitting diodes (LEDs), the battery tends to drain out faster than usual..

Received a large number of call/message/email notifications

Every time a call/message/email notification is received, a light vibration will be triggered.

You can conserve battery by enabling only applications that matter to you most.

Unplugged the tracker before it is fully charged

A full charge should take approximately 2 hours.

If you have unplugged the tracker before it is fully charged, your tracker will tend to drain out faster than usual.

Tapped and activated the screen display too many times

You can conserve battery by disabling the "Activate Display on Wrist Raise" feature to prevent the display from lighting up unintentionally.

There might be a few reasons why your Spark+ is unable to track your heart rate.

Low battery

If your tracker's battery level falls below 2 bars, you will be unable to get into HR monitoring mode.

Please charge your tracker for at least 2 hours before trying again.

Tracker not worn tightly

If your tracker is prompting you to wear tightly, that means that your tracker is worn too loosely.

This has resulted in the tracker being unable to detect your pulse.

Please secure it with a tight, but breathable fit then try again.

If you have done the steps above and the problem persists, kindly drop us an email at [support@actxa.com](mailto:support@actxa.com).

You may delete unwanted sleep records by following the steps below:

1. Launch the Actxa app.
2. On the dashboard, tap on the Sleep tab. You will be directed to the Sleep Summary page.
3. On the Sleep Summary, it will show you all the sleep logs that you have recorded for that day.
4. On the unwanted record, swipe from right to left.
5. For iOS users, tap "delete". For Android users, tap "X".
6. Tap "Delete" again to confirm the removal of the unwanted record.

Once the record has been deleted, it will be unable to be restored anymore.

Note: You can only delete Activity Statistics and Sleep records. You are unable to delete Steps, Calories Burned, Active Time and Distance.

## **Alarm & Notifications**

### **Can I set a label for my alarms?**

You can set up to 5 alarms at your preferred time for your Spark+ to vibrate. Add a label and it will appear on your Spark+ at the designated time.

### **Can I choose which notification I want to receive on my Spark+?**

Spark+ allows you to receive notifications when you receive a call, SMS [Caller ID], Email [Sender] or message from third-party mobile apps such as Whatsapp, Line, WeChat and QQ.

You can customise the apps that you wish to receive notifications by:

1. Launch the Actxa app.
2. Go to Devices > Notifications
3. Enable/disable each app that you wish to display

### **I am unable to receive notifications despite enabling it on the Actxa app. What should I do?**

Please do the following steps:

1. Launch the Actxa app.
2. Go to Devices > Notifications
3. Disable and enable the app that you have issues with
4. For email and third party applications, a new page will appear. Enable the toggle for "Notification Access".
5. For phone calls and SMS, a prompt will appear. Tap "Allow".

You should be able to receive notifications now.

**Note:** For users with an OS lower than Android 6.0, permission for phone calls and text are not required.

## **Pairing & Syncing**

### **I am using an Android 6.0 Marshmallow phone. I am stuck at the 'Searching' screen while pairing my Spark+.**

Please try the following troubleshooting steps:

- 1: Go to your phone's Settings > Applications > Application Manager.
- 2: Find "Actxa".
- 3: Under "App Permissions", enable the "Location" toggle.
- 4: Relaunch the Actxa app and try again.

**I am unable to sync with my phone. The prompt “Unable To Locate Tracker” keeps appearing.**

To resolve this issue, please try the following troubleshooting steps:

#### Location services

1. Turn on Location by going to Settings > Location and enable it
2. Allow Location Permission by going to the Application Manager under Settings > Actxa App > Permissions > Location Services and enable it.

#### Clearing Bluetooth cache

1. Remove the app from running in the background
2. Ensure that your device is not paired under the phone's Bluetooth settings. Turn off the Bluetooth function.
3. Go to mobile phone's Settings > Application Manager/Management
4. Tap “Force Stop”, “Clear Data” and “Clear Cache”. Ensure all the values displayed is “0.00”
5. Restart phone
6. Toggle on Bluetooth function and launch Actxa app straightaway.
7. Log in to your Actxa account and continue the syncing/pairing process.

For a detailed guide, please click here: <https://actxa.com/sg/troubleshoot-pairing-issues/>

**\*\*Note:** You should not connect the device via your phone's Bluetooth settings. Instead, pair it using the app.

**I want to let someone else use my tracker instead. What should I do?**

To do so, you have to unpair from both the Actxa app and your mobile phone's bluetooth settings.

#### On the Actxa app

1. Go to Devices.
2. On the top right corner of the screen, tap “. . . “.
3. Tap “Unpair”.

#### For iOS users

1. Go to Settings > Bluetooth
3. Under “My Devices”, select your device name and tap the information icon on the right.
3. Tap “Forget This Device”.

#### For Android users

1. Go to Settings > Bluetooth
2. Under “Paired Devices”, tap on the settings icon on the right.
3. Tap “Unpair”.

**Can I pair my Spark+ with more than 1 mobile device (e.g. tablet)?**

Each tracker can only be paired to 1 Actxa account with 1 mobile device.

If you wish to use the same Actxa account but pair your tracker with another mobile device, your original mobile device will be unpaired the moment you pair with the second mobile device.

Subsequently, you have to restart the pairing process if you wish to use your original mobile device again.

**Can I pair more than 1 activity tracker with my Actxa account?**

Each Actxa account is only allowed to be paired with 1 activity tracker.

However, if you own a Sense smart scale too, you can pair that smart scale with the same Actxa account.

**Do I need an internet connection to use the Actxa app?**

The Actxa app requires internet connection (data plan or Wi-Fi connection) to register an Actxa account, create your user profile and save your activity data. The app does not require an internet connection to sync your activity tracker to your smartphone as it uses Bluetooth® technology. However, internet connection is required for the activity data to be sent and saved onto our internet server.

**What other fitness mobile apps can I sync my Spark+ to?**

If you are an iOS user, you may sync your data to the Health app.

#### To sync your data with the Health app

1. Go to Account > Partner Apps.
2. Tap on the "Health" app.
3. Select your preferred data that you wish to sync to the Health app.
4. Once you are done, tap "Allow".

#### To edit data sharing settings

1. Launch 'Health' app.
2. Tap 'Sources'.
3. Tap 'Actxa'.
4. Toggle to enable or disable the health data that you wish or do not wish to share.

#### **Will I lose my data if I switch to a new mobile phone?**

All your activity data is saved to your Actxa account.

#### On your old mobile phone

1. Launch the Actxa app
2. Pull down the dashboard to sync your data.
3. Go to Account > Logout.

#### On your new mobile phone

1. Install and launch the Actxa app.
2. Log in using the same login details.
3. All your activity data will be restored.

#### **After updating my firmware through the Actxa app, my Spark+ does not work anymore. What should I do?**

##### If you have received a prompt "Unable To Locate Device"

1. Launch the Actxa app.
2. Pull down the dashboard to sync.

If you are an Android user and the issue is unresolved

##### You can try to clear your Bluetooth cache by following the steps below:

1. Remove the app from running in the background
2. Ensure that your device is not paired under the phone's Bluetooth settings. Turn off the Bluetooth function.
3. Go to mobile phone's Settings > Application Manager/Management
4. Tap "Force Stop", "Clear Data" and "Clear Cache". Ensure all the values displayed is "0.00"
5. Restart phone
6. Toggle on Bluetooth function and launch Actxa app straightaway.
7. Log in to your Actxa account and continue the syncing/pairing process.

If you have tried to unpair your Spark+ and received a prompt "Unable To Unpair"

This could be due to incomplete firmware update.

Please try to complete your firmware update again through Devices > Update Device.

You will receive a prompt indicating that firmware update to the latest version is successful.

## **Account & Settings**

### **How can I change the time format (12-hr / 24-hr) on both the Actxa app and my Spark+?**

Launch the Actxa app and go to Account > Settings > Time Format.

Toggle between time formats (12-hr or 24-hr) by enabling or disabling the 24-Hour format option.

Pull down the dashboard to sync and ensure that the change is reflected on both the Actxa app and your Spark+.

### **How can I change the time zone on both the Actxa app and my Spark+?**

Launch the Actxa app and go to Account > Settings > Time Zone.

If you enable 'Set Automatically', it will follow your mobile device's time zone.

If you disable it, it will stay at your native's (i.e. Singapore) time zone.

Pull down the dashboard to sync and ensure that the change is reflected on both the Actxa app and your Spark+.

**Note:** Some data may be lost due to time differences.

### **How can I change the activity units on both the Actxa app and my Spark+?**

Launch the Actxa app and go to Account > Settings > Units.

Change your preferred units for both Distance/Height/Length and Weight.

Pull down the dashboard to sync and ensure that the change is reflected on both the Actxa app and your Spark+.

### **How can I change my Actxa account's password?**

Launch your Actxa app and go to Account > Settings > Security > Change Password.

For a more detailed guide, please click here: <https://actxa.com/sg/reset-password-instructions/>

## **Others**

### **I am interested in getting 100 or more Spark+ activity trackers. Who should I contact?**

Please send an email to [sales@actxa.com](mailto:sales@actxa.com). Our sales representative will get in touch with you.

### **I have queries about my order and delivery. Who should I contact?**

Please send an email to [sales@actxa.com](mailto:sales@actxa.com). Our sales representative will get in touch with you.

### **What is Actxa's warranty policy?**

Please refer to Actxa's limited 1 year product warranty here: <https://actxa.com/sg/returns-warranty/>

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## **Download**

Actxa Spark+ Heart Rate Activity Tracker AX-H200-02 User Manual – [ [Download PDF](#) ]

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