




Actxa Swift AX-A100 Activity Tracker User Manual

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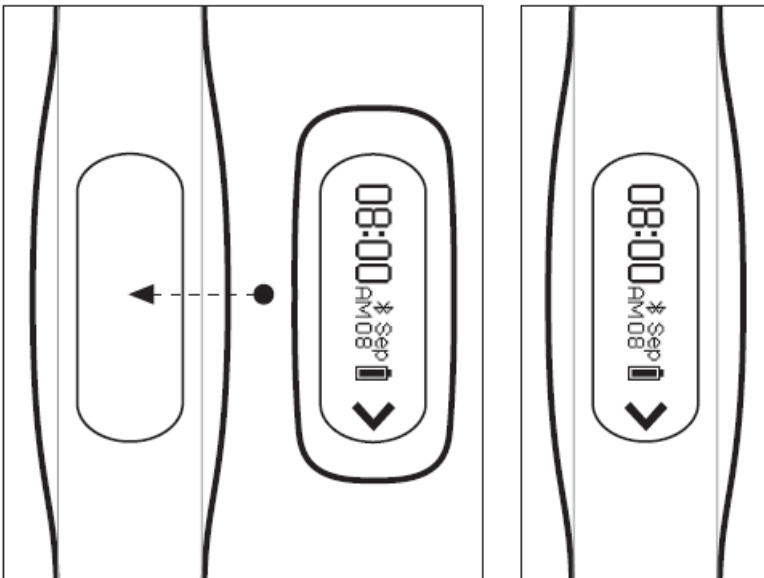
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Actxa Swift AX-A100 Activity Tracker User Manual



01. Assemble The Swift

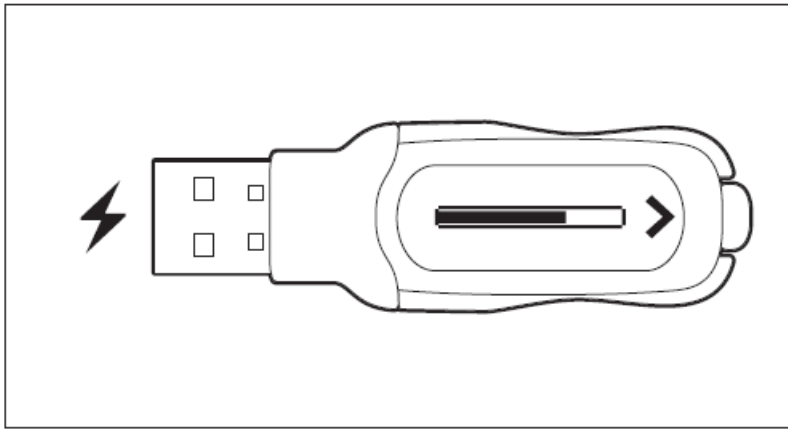
The Swift activity tracker comes with a base unit and a strap. For optimal comfort and water resistance, ensure that the base unit is securely fitted into the strap.



02. Switch The Swift On

To conserve battery, the activity tracker is set to hibernation mode during manufacturing. For first time usage, place the device into the charging cradle and charge it with a USB port. The device will start up and be ready for use.

If the battery indicator displays low battery level, you should fully charge the activity tracker before using it. Refer to the section on 'Charging The Battery'.



03. Install The App

The Actxa App can be installed from the App Store or Google Play. Alternatively, scan the QR code below to download the App.



04. Sync The Swift With The Actxa App

Launch the Actxa App and follow the onscreen instructions to activate your product and pair the device with your smart phone. After the device is successfully paired, you will then be able to sync your activity information from the device to the App.



Operation

For optimal accuracy, wear the device on your non-dominant hand. For example, if you are a right-hander, wear the device on your left hand. To activate the display, simply tap at the arrow on the screen. Tap continuously to view different activity information.



Time/Date



Steps



Calories Burned



Distance



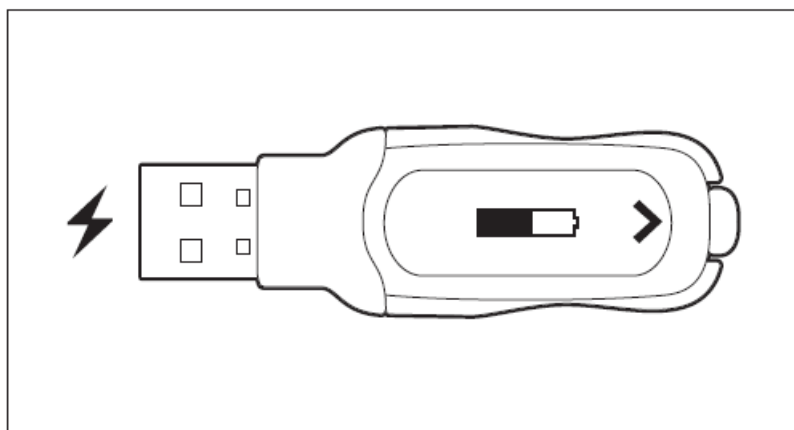
Activity Time



Alarm

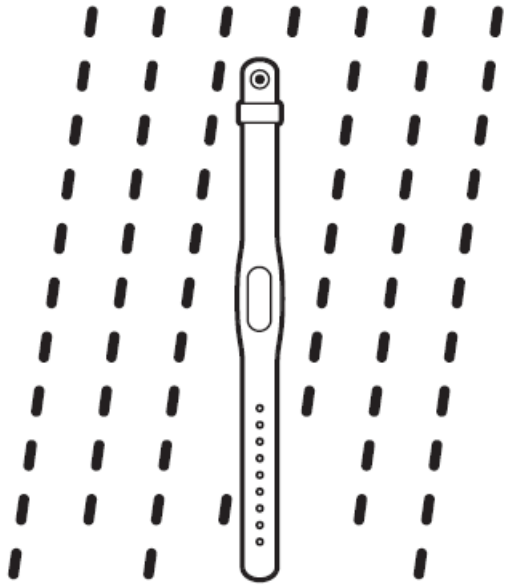
Charging The Battery

The battery indicator is displayed on the home screen of the device. Charge the device when there is 1 bar left on the battery indicator. The whole charging process should take less than 2 hours. A fully charged device should last for approximately 5 days.



Water Resistant

When the base unit is securely fitted to the strap (Refer to 01 > Assemble The Swift), the device is water resistant and can withstand accidental splashing. However, please remove the device when swimming, engaging in water sports or entering a steam/sauna room.



License & Copyright

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Disclaimer

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For more information about Actxa Pte Ltd and Actxa's products, please visit the www.actxa.com site.

Limited Product Warranty

The Actxa Swift activity tracker (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 materials and workmanship. If the activity tracker is found to be faulty due to defects in materials and workmanship, the authorized service provider will replace it with a new activity tracker.

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 to owners of the Product. All warranty claims must be accompanied by a sales receipt and this warranty booklet.

Please visit www.actxa.com/support for more information.

Complies with /DA Standards

Actxa Limited 1 Year Product Warranty

What is covered under this limited 1 year warranty?

This Limited Warranty applies to Actxa products purchased from an Authorized Actxa dealer or authorised online store by the original purchaser for normal use and not for resale. Actxa warrants that a covered product is free from defects in material and workmanship, with the exception as stated below.

How long does the limited warranty coverage last?

This Limited Warranty lasts for 1 year from date of purchase. A valid proof of purchase will be required to prove eligibility. If you do not have a valid proof of purchase, the Limited Warranty period will be measured from the date of sale by Actxa to the authorised distributorship. Actxa reserves the right to reject any warranty claim without any valid proof of purchase.

What is not covered under this Limited Warranty?

This Limited Warranty applies only to the product manufactured by or for Actxa that can be identified by the "Actxa" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) Actxa products and services other than the Product, (b) non-Actxa hardware product, (c) consumables (such as batteries), or (d) software, even if packaged or sold with the Product or embedded in the Product. This limited warranty does not cover damage resulting from commercial use, misuse, accident, modification or alteration to the hardware or software, tampering, water resistant limitations exceeded, damage caused by operating the product outside the permitted or intended uses, improper voltage or power supply, improper maintenance or failure caused by a product that Actxa is not responsible for. Brightness of OLED screen and product color consistency may vary from 1 batch to the other and such cases should not be treated as manufacturing or material defects. There is no warranty of uninterrupted or error free operation. There is no warranty for loss of data and you must regularly sync your product to your smart devices. There is no warranty for product with removed, defaced or altered product label. This warranty does not cover defects caused by wear and tear.

Actxa's Commitment to Product Excellence

Actxa will inspect the product to ascertain the nature of defects. 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 is no longer available shall be replaced by a model of a value and with such features as Actxa consider appropriate in the circumstances. Actxa is not responsible for freight forwarding charges, losses or damage in transit.

Limited Liability

ACTXA AND ITS AFFILIATES, SUPPLIERS, DISTRIBUTORS AND RESELLERS ARE NOT LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES. 2) LOSS OF OR DAMAGE TO YOUR DATA. 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES, OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF INFORMED OF THE POSSIBILITY.

ACTXA DOES NOT PROVIDE ANY OTHER WARRANTIES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

If any of the provisions of the foregoing are contrary to any relevant legislation, then that provision shall be deemed excluded from the warranty and the rest of the provisions will continue to apply.

Step 01

Install Actxa® app, set up your Actxa® account and pair Actxa® Swift/Swift+ by following instructions in the Actxa® Quick Start Leaflet.

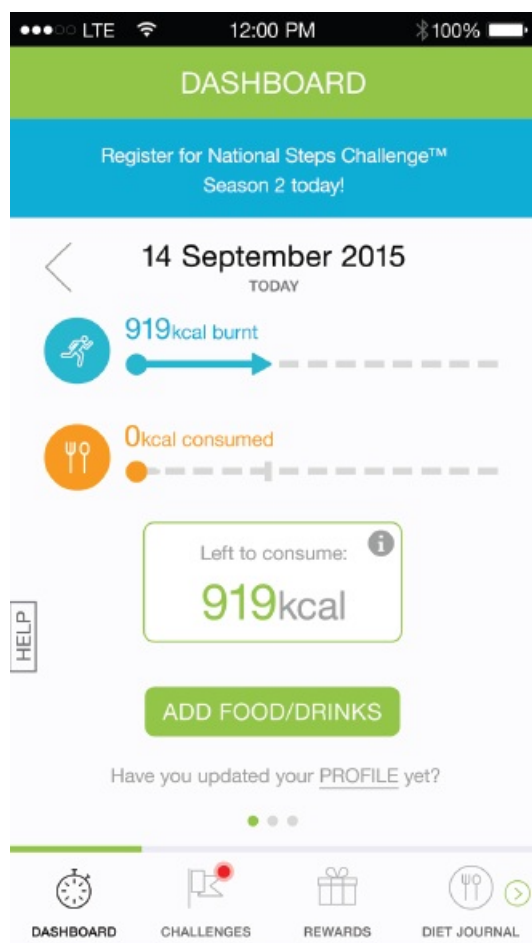
Walk about 30 steps and sync Actxa® Swift/Swift+ using Actxa® App. The number of steps should reflect correctly on the Actxa® App.



Step 02

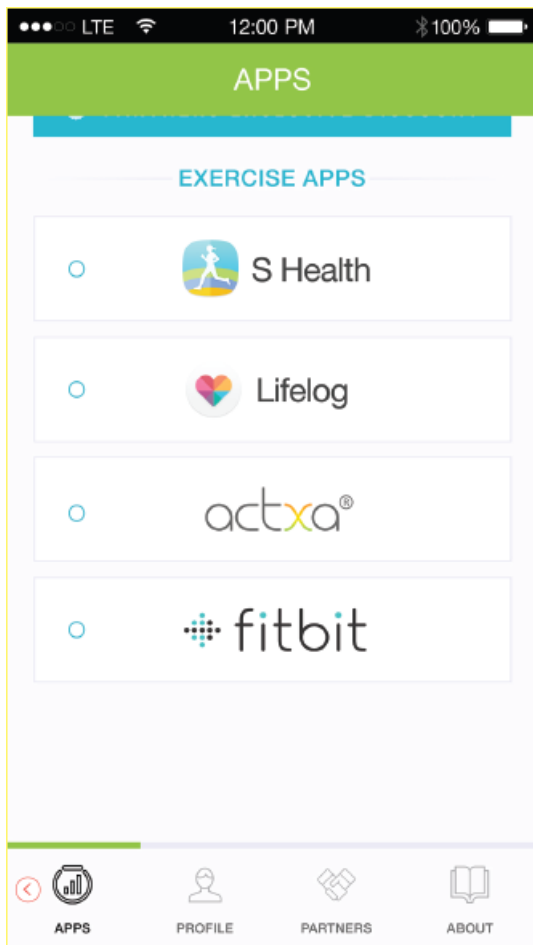
Install Healthy 365 App. Setup your account and create your profile in Healthy 365 App.

If you already have a existing profile, restore your profile. Go to Challenge tab and sign up for National Steps Challenge™ Season 2 by following onscreen instructions.



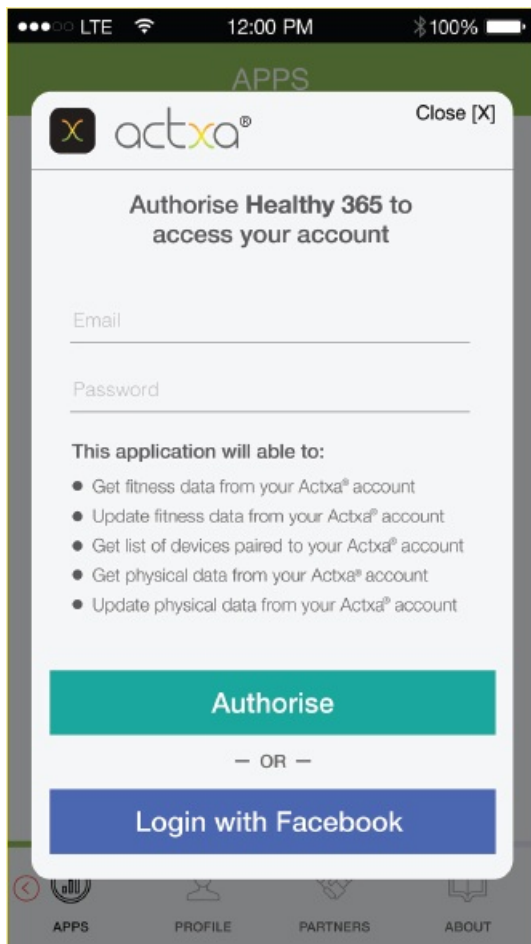
Step 03

Proceed with this step only after you have completed Step 01 and Step 02. Launch Healthy 365 App, select “App”
. Under “Exercise App”, select “Actxa”.



Step 04

Sign in using your Actxa® account name and password created in Step 01.
Once the login is successful, you are ready to take part in the National Steps Challenge™ using Swift/Swift+.



Note:

- If you are switching from HPB steps tracker to Swift/Swift•, remember to sync your steps first before you proceed to change.
- Steps taken after successfully switching to Swift/Swift• will be added to your previously synced steps on the day of change.
- For queries on the Healthy 365 App and the National Steps Challenge™, please contact Health Promotion Board. Email stepschallenge@hpb.gov.sg or call the hotline at 1800 567 2020.
- For queries on Actxa®'s products, please contact Actxa® at support@actxa.com

Official Technology Partner Of **National STEPS Challenge**

Top FAQs

I am using an Android 6.0 Marshmallow phone. I am stuck at the 'Searching' screen while pairing my Actxa Swift.

Please try the following troubleshooting steps:

Step 1: Go to your phone's Settings > Applications > Application Manager.

Step 2: Find "Actxa".

Step 3: Under "App Permissions", enable the "Location" toggle.

Step 4: Relaunch the Actxa app and try again.

I am unable to activate my tracker with my QR code license key during the setup. What should I do?

Ensure that you have scanned the correct QR code:

Step 1: Remove the outer packaging box.

Step 2: Open up the compartment in the inner packaging box.

Step 3: Pull out the USB Cradle holder, you should see 1 x USB Charging Cradle, 1 x Quick Start Leaflet & Warranty and **1 x QR Code License Key**.

Step 4: Upon arriving at the “ACTIVATE TRACKER” stage in your Actxa app, scan the QR Code License Key.
Sample of the QR Code License Key:



How do I pair my Actxa Swift again?

Ensure that your bluetooth connection is enabled and your Actxa Swift is near your mobile phone.

Launch the Actxa app and go to Account > Device > Add a Device. Follow the on-screen instructions to complete the pairing process.

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

All your activity data is saved to your Actxa account.

Before switching to your new mobile phone, launch the Actxa app on your old mobile phone, sync your Actxa Swift and go to Account > Log Out.

Then, log in to your new phone using the same login details.

All your activity data will be restored.

I am unable to sync/pair my Actxa Swift. The ‘Could Not Detect Device’ error kept appearing.

Please try the following troubleshooting steps:

Step 1: Remove the Actxa app from your mobile phone’s background.

Step 2: Disable your Bluetooth function. (If your Android version is 6.0 or below, ensure that your **Visibility Timeout** is set to “**Never**” or **Discoverable**’s toggle is **enabled**.)

Step 3: Go to your mobile phone’s **Settings > Application Manager/Management**.

Step 4: Tap the “**All**” tab. Locate the “**Bluetooth/ Bluetooth Share**”.

Step 5: Tap “**Force Stop**”. Tap “**Clear Data**”. Tap “**Clear Cache**”. Ensure that all the values are displayed as “**0.00**”.

Step 6: Switch off your mobile phone. Switch it on again.

Step 7: Enable your Bluetooth function. Launch the Actxa app again.

Step 8: Log in to your Actxa account and continue the syncing/pairing process.

*If it doesn’t work the first time, you may want to try again.

I am unable to close the announcements pop up message on the Actxa app. What should I do?

Please swipe from right to left to view the next announcement.

You should see the second announcement and the “Close” button will appear below.

Click on the button to close the announcement.

If you do not want to see this announcement again, tap on the checkbox that says “Do Not Show Again”.

My activity tracker is hung at the 'Firmware Update' screen. What should I do?

- 1) Tap the 'Devices' tab.
- 2) On the top right corner of the page, tap the '...' icon.
- 3) Tap 'Sync Now'.
- 4) If it does not work, tap 'Update Device' on the Devices page again.

If the above steps do not work, go to Account > About > Contact Actxa Support.

Send us a message with a brief description of your problem.

Note: Do NOT try to unpair the device.

Activity Tracking

What are the fitness activities tracked by the Actxa Swift?

There are 4 dedicated activities that the Actxa Swift tracks throughout your day:

1. Steps – The number of your daily steps taken whether you are out running, shopping or even doing chores
2. Calories Burned – The total amount of calories you have burned, which includes your Basal Metabolic Rate (BMR) and what you expend through your daily activities and workouts
3. Active Time – The active time that you move purposefully throughout the day
4. Distance – The distance travelled as you cover the ground with your step count

Why are there no activity logs on my Actxa Swift after midnight?

All activity data will be saved and resets at 12 midnight everyday.

You can check your previous days logs in the History tab with the Actxa app.

Battery & Charging

Why is my Actxa Swift not charging?

Ensure your Actxa Swift is in the correct orientation when plugging it into the USB charging cradle.

How long do I need to charge my Actxa Swift for a full charge?

A full charge should take approximately 2 hours.

Vibration

Why does my Actxa Swift vibrate?

Your Actxa Swift will vibrate when a silent alarm is set or when you accomplish any of your activity goals.

Water-Resistant

Can I swim or shower with my Actxa Swift?

The Actxa Swift is sweat, rain and splash proof. It is only able to withstand accidental splashing and not water-proof. You are advised to remove your Actxa Swift before you swim, shower or any activities that may require prolonged water exposure.

Wear & Care

How do I clean my Actxa Swift?

Remove the base unit from the strap. Rinse the strap under running water. Wipe the base unit with a damp cloth. Then, wipe dry and fit your base unit into the strap again.

Sleep

How do I track my sleep?

Wear your Actxa Swift on your wrist. Just before you go to bed, tap the 'Devices' tab and tap 'Log Sleep' from the Actxa app. This will set the Actxa Swift to 'Sleep Mode' and a moon icon will be displayed on the tracker. The Actxa Swift will record your sleep quality and duration while you sleep. When you wake up, tap on 'I'm Awake' button on the Actxa app. Go to "View Sleep Quality" to check your sleep quality analysis.

Note: Sleep quality analysis is only available for sleep duration of at least 30 minutes.

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.

Where can I find my sleep quality analysis?

There are 2 ways to check your sleep quality analysis:

1. Go to Dashboard > Sleep Duration > Sleep Summary.
2. Go to History > Sleep Duration > Sleep Summary.

Tap on any bars to view the sleep quality analysis of that sleep. Alternatively, scroll down and tap on any of the sleep logs to view the sleep quality analysis of that sleep.

Pairing & Syncing

I got a new Actxa Swift. How can I replace my older tracker with the new one?

Launch the Actxa app and go to Account > Device > Actxa Swift > Sync Now. This is to ensure that your most recent activity data is synced to your account. Then, tap 'Unpair' on the same page. Your old activity tracker should be removed from your account. Now, tap 'Add a Device'. Go through the entire setup process and your new Actxa Swift should be paired with your account. Some activity data may be lost for that day during the pairing of the new activity tracker.

Can I use more than one activity tracker with one account?

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

How do I sync my Actxa Swift with my mobile phone?

Ensure that your bluetooth connection is enabled and your Actxa Swift is near your mobile phone.

Launch the Actxa app and your Actxa Swift will be synced automatically.

To sync manually, tap "SYNC" on the Dashboard.

If your Actxa Swift still does not sync, disable and enable your bluetooth connection on your mobile phone and exit and re-launch the Actxa app to do an auto-sync.

I am unable to activate my tracker with my QR code license key during the setup. What should I do?

Ensure that you have scanned the correct QR code:

Step 1: Remove outer packaging box.

Step 2: Open up the compartment in the inner packaging box.

Step 3: Pull out the USB Cradle holder, you should see 1 x USB Charging Cradle, 1 x Quick Start Leaflet & Warranty and 1 x **QR Code License Key**.

Step 4: Upon arriving at the "ACTIVATE TRACKER" stage in your Actxa app, scan the QR Code License Key.

QR Code License Key:



If doing the above does not work, kindly drop us a message via our [Contact Us](#) form or email at support@actxa.com.

I am unable to sync/pair my Actxa Swift. The 'Could Not Detect Device' error kept appearing.

Please try the following troubleshooting steps:

Step 1: Remove the Actxa app from your mobile phone's background.

Step 2: Disable your Bluetooth function. (If your Android version is 6.0 or below, ensure that your **Visibility Timeout** is set to **"Never"** or **Discoverable's** toggle is **enabled**.)

Step 3: Go to your mobile phone's **Settings > Application Manager/Management**.

Step 4: Tap the **"All"** tab. Locate the **"Bluetooth/ Bluetooth Share"**.

Step 5: Tap **"Force Stop"**. Tap **"Clear Data"**. Tap **"Clear Cache"**. Ensure that all the values are displayed as **"0.00"**.

Step 6: Switch off your mobile phone. Switch it on again.

Step 7: Enable your Bluetooth function. Launch the Actxa app again.

Step 8: Log in to your Actxa account and continue the syncing/pairing process.

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Step 2: Find "Actxa".

Step 3: Under "App Permissions", enable the "Location" toggle.

Step 4: Relaunch the Actxa app and try again.

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.

How do I enable my Actxa Swift on Healthy365 App for the National Steps Challenge™?



Why can't I find the 'Update Device' button on the Devices page?

The firmware update is only applicable for certain activity trackers.

If you do not see the "Update Device" button, it may mean that your activity tracker's firmware is not ready for update yet.

Account & Settings

How can I change the time format on the Actxa app and my Actxa Swift?

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

Toggle between time formats (12 or 24 hour) by enabling or disabling the 24-Hour Format option

Tap 'Sync' on your dashboard to ensure that the change is reflected on both the Actxa app and Actxa Swift.

How can I change the time zone on my Actxa Swift?

Launch your 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.

Tap 'Sync' on your Dashboard to ensure that the change is reflected on both the Actxa app and Actxa Swift.

Do note that some data may be lost due to time differences.

How can I change the activity units in the Actxa app and my Actxa Swift?

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

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

Tap 'Sync' on your Dashboard to ensure that the change is reflected on both the Actxa app and Actxa Swift.

How can I change my account's password?

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

Orders

Where can I purchase Actxa products?

You can purchase our products at:

<https://www.lazada.sg/shop/actxa-pte-ltd/>

I am interested in getting 100 or more Actxa Swift activity trackers. Who should I contact?

Please send an email to sales@actxa.com. Our sales representative will get in touch with you.

Warranty

What is Actxa's warranty policy?

Please refer to the Actxa limited 1 year product warranty.

I'm having some issues with my Actxa Swift. What should I do?

For any enquiries or troubleshooting issues not addressed here, kindly drop us a message via our [Contact Us](#) form or email at support@actxa.com.

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