



PS-500

# User's Guide

# Introduction

Thank you for purchasing the PS-500.

To use the device, make sure you read the User's Guide and the Quick Start guide.

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## Trademarks

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## 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.
- Epson America, Inc cannot accept any responsibility of mishandling due to errors in the documentation.
- Epson America, Inc cannot accept any responsibility for malfunctions that occur due to ignoring the content of the documentation, the device being handled inappropriately, repairs, or modifications performed by a third party.

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## System requirement

Please check the link below for the latest smart device compatibility.

**[epson.com/psdevices](http://epson.com/psdevices)**

### Note:

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

Uploaded data can be seen via PULSESENSE View for Web at **[go-wellness.epson.com](http://go-wellness.epson.com)**.

Uploading data	Use the PULSESENSE View for iOS or Android on your smart device. Your data will be transferred via Bluetooth® Smart.
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	Use the PS Uploader application on your PC to upload data (Windows only).
Viewing data	Log onto PULSESENSE View for iOS or Android on your smart device.
	Log onto the PULSESENSE View web application.

**Note:**

To charge the PS-500, a USB port is required. You can use the USB port on a PC or the optional AC adapter. Use only the specified AC adapter (E12E204001 [SFAC04]).

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# Using this device safely

Make sure you read the documentation (Quick Start guide and User's Guide) first before using this product safely.

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

- Keep the documentation 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 intended for use to diagnose, prevent, or treat disease or other conditions, and is not a medical device.

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## 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.



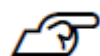
This symbol indicates an action that must not be done.

**! Important**

Indicates things you must or must not do. Ignoring these instructions or mishandling the device could cause malfunction or operational problems.




**Note:**



Indicates additional explanations and related information.



Indicates related pages. Click the link in blue text to display the related page.

## Notes on using the product and components

 Warning	
	Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise.
	This product is not intended for use to diagnose, prevent, or treat disease or other conditions, and is not a medical device.  If you have any concerns, consult your doctor before using this product.
	Do not keep your eyes on the device while exercising. Pay attention to your surroundings while using the device.
	Do not use or store this device in the following environments: locations with very high or low temperatures or humidity, near volatile substances, dusty places, near a fire, or near strong magnetic fields (for example, near a loudspeaker). Doing so may cause electric shock, fire, or the product may malfunction or be damaged.
	Do not disassemble this product, and do not attempt to repair this product yourself. It may cause an electric shock or accident.
	Do not leave this product within reach of young children.

 Caution	
	Persons with high skin sensitivity, eczema, allergies, or asthma may be more likely to experience skin irritation or an allergic reaction from the Pulsense product or similar products. Even persons without such conditions may start to experience redness or skin irritation on wrists from prolonged use or if the product is not cleaned regularly as indicated above. If you experience such symptoms: <ul style="list-style-type: none"><li>■ Stop wearing and remove your Pulsense product immediately. Do not put it back on.</li><li>■ If symptoms persist for more than 2-3 days after removing the Pulsense product, consult a dermatologist.</li><li>■ Make sure to follow the wear and care instructions above. Avoid water, sweat or dirt build up between your skin and the product. Clean as directed in “Looking after your device” on page 41.</li></ul>
	During sleep your wrist may swell, loosen the band by one setting if it becomes tight.

## Caution

The cradle cords included with this product contain chemicals, including lead, known to the State of California to cause birth defects or other reproductive harm. Wash hands after handling. (This notice is provided in accordance with Proposition 65 in Cal. Health & Safety code § 25249.5 and following.)

### **Note:**

Please note that even if not in use, 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 charging cradle, AC adapter, or USB cable if they are 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.

### 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 a cardiac pacemaker.



Do not bring the device into an operating room or intensive care unit, 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.

This device is equipped with Bluetooth® Smart technology. When operating supported heart rate 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





## Warning

- Removing the verification or certification number for the device

# Set up and basic operation

Follow these instructions to use your device:



[“What's in the box”](#) on page 11



[“Operating buttons and functions”](#) on page 12



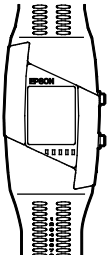
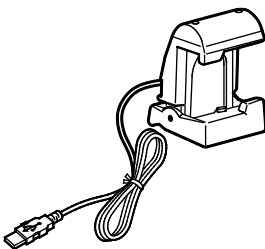
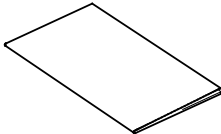
[“Getting Started”](#) on page 14



[“Initial configuration”](#) on page 17

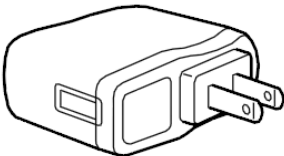
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## What's in the box

PS-500	Cradle
	
Quick Start Guide	
	

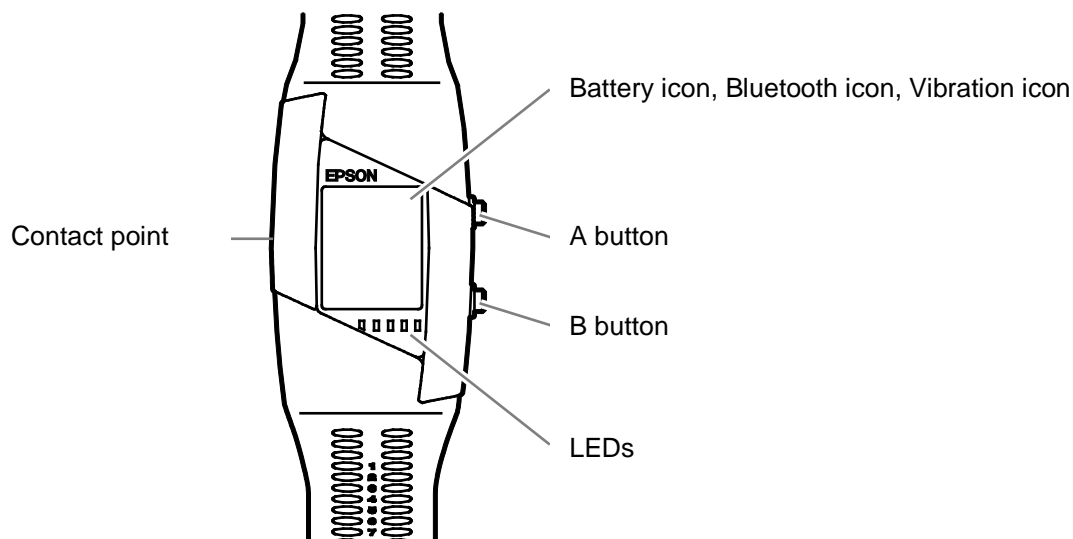
## Options

You can purchase the following optional accessories.

AC Adapter (E12E204001 [SFAC04])


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## 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**

Contact point for charging.

### **LEDs (Blue & Orange)**

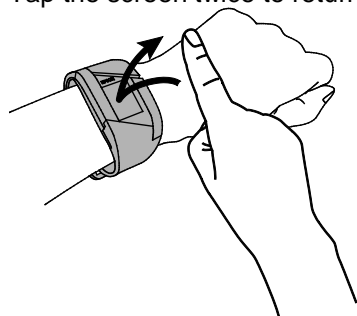
The LEDs on the PS-500 light up or flash to indicate the current heart rate zone.

If you set your target in PULSESENSE View, you can check your progress when the zone is displayed on the screen. You can cycle through the measurements by pressing the [B] button.

### **TAP operation**





Tap the screen once to turn the backlight on.

Tap the screen twice to return to the main menu.



# Icons

## Battery icon


Battery icon				
Remaining time	20to 36 hours	12to 20 hours	3to 12 hours	0 to 3 hours

### ! Important

Remaining time may vary depending on usage.

## Bluetooth® icon

This product communicates with your 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® status	Description
	OFF	Bluetooth® OFF
	Flashing	Not connected to smart device
	ON	Connected to smart device

## Vibration icon



When vibration is set to ON, the icon is displayed on the time screen.

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# Getting started

## Recording your data

### ! Important

To record your data it is necessary to register your device with the PULSENSE View web (using the PS Uploader application) or smart device application.

Data	Calculated
Heart rate	Reads and records your heart rate from the changes in light reflected through the blood vessels in your wrist.
Calories	Calculates burned calories based on body motion and heart rate information. When heart rate measurement is disabled, the PS-500 will calculate calories burned based on body motion only.
Steps	Records the number of steps using the accelerometer.
Distance	The approximate distance is calculated based on your step count and height.

### Note:

Irregular arm movements may affect the steps and distance counters.

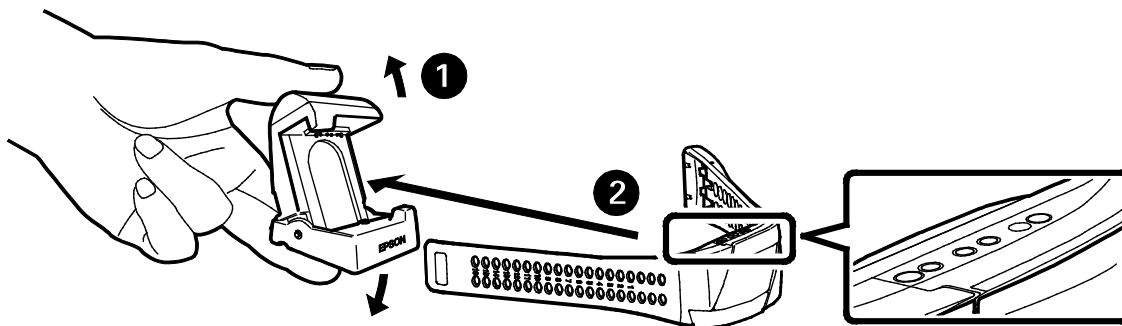
## Waking your product from battery protection mode

### ! Important

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

## 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 USB cable into a free USB port on your PC.

If you are connecting the cradle via a USB hub it may not charge. Connect the cradle's USB port directly to the USB port of the PC instead.

**Note:**

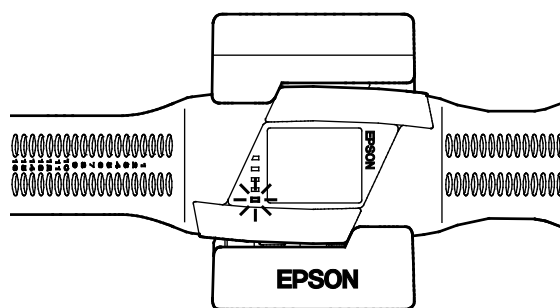
Some PC USB ports may not support the charging function.

### 2-2 Using an AC adapter

Connect the cradle to the optional AC adapter, then insert the AC adapter into a power outlet.

**Note:**

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



- Charging takes approximately 2.5 to 3.5 hours to complete; however, the duration may vary.

**! Important**

- Please note that even if not in use, 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.

- The battery is not replaceable.

## Wearing the PS-500

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

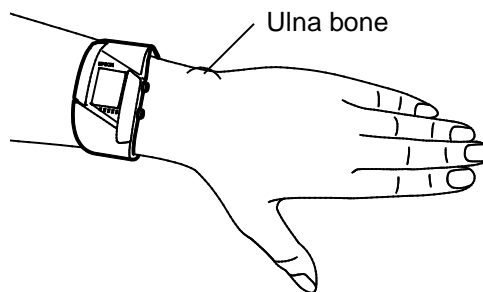
Your Pulsense product is made from materials commonly used in watches and other consumer products. Since you may wear your product over extended periods, including when you are exercising and sweating, it is important that you take care of your skin and your product according to these instructions. Prolonged wearing of your product without proper care could lead to skin irritation or rash. Please follow the precautions below to ensure full enjoyment and benefit of your Pulsense product:

1. Keep Pulsense and skin clean
2. Keep Pulsense and skin dry
3. Give skin a rest and some air

### Caution:

Persons with high skin sensitivity, eczema, allergies, or asthma may be more likely to experience skin irritation or an allergic reaction from the Pulsense product or similar products. Even persons without such conditions may start to experience redness or skin irritation on wrists from prolonged use or if the product is not cleaned regularly as indicated above. If you experience such symptoms:

- Stop wearing and remove your Pulsense product immediately. Do not put it back on.
- If symptoms persist for more than 2-3 days after removing the Pulsense product, consult a dermatologist.
- Make sure to follow the wear and care instructions above.





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# Initial configuration

## Smart device user

### 1. Search your smart device's app store for 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 three feet (one meter) from the smart device and the battery is fully charged.

**Note:**

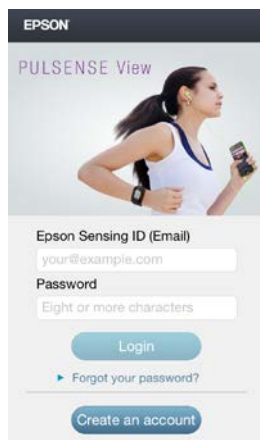
Turn on Bluetooth® on your smart device.

Ensure your smart device is connected to the internet.

PULSESENSE View Icon

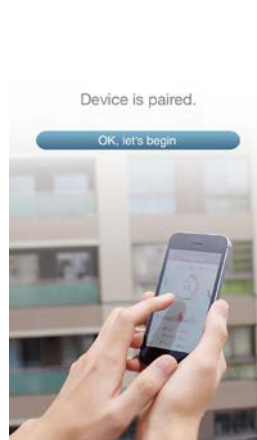
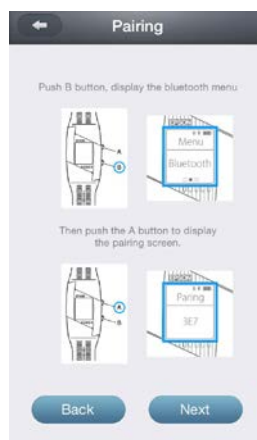


### 3. Set up your PULSENSE View account by following the on-screen instructions.



The login screen for the PULSENSE View app. It features the Epson logo at the top. Below it, the text "PULSENSE View" is displayed. A woman is shown in the background. The form includes fields for "Epson Sensing ID (Email)" with the placeholder "your@example.com" and a "Password" field with the instruction "Eight or more characters". There is a "Login" button, a link for "Forgot your password?", and a "Create an account" button at the bottom.

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



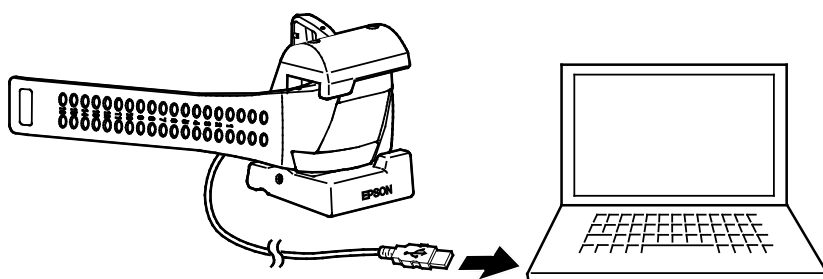
You see "Complete" on your PS-500 when pairing is successful.

## PC User

- 1 Download “PS Uploader” from [epson.com/support/ps500](http://epson.com/support/ps500) (U.S.) or [epson.ca/support/ps500](http://epson.ca/support/ps500) (Canada).
- 2 Run the installation from the downloaded file.
- 3 After installing, “PS Uploader” will open automatically. You can see “PS Uploader” icon in the system tray.  
“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.

# Using your PS-500

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 21



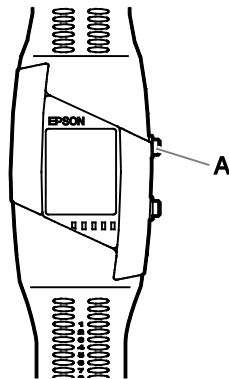
[“Menu navigation”](#) on page 29



[“Language setting”](#) on page 35

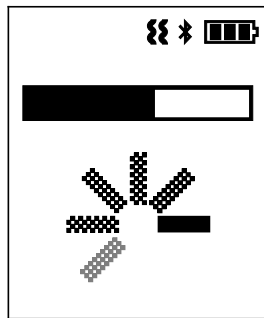
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## Heart rate measurement



### 1 While wearing the product press the [A] button.

Heart rate detection starts and a progress bar is 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 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 messages are shown when your heart rate can't be detected.

Message	Description	Solution
Pressure Error	The device is not being worn correctly.	Wear the product snugly around your wrist. Tighten the wrist band if your pulse is not measured correctly.
Pressure or Temp Error	The device is not being worn correctly or your skin temperature 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 these tips to facilitate heart rate detection:

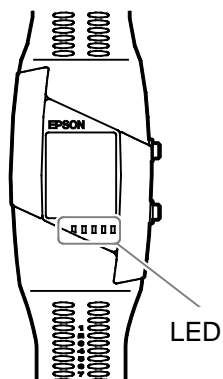
- Try to keep your body and arms still.
- Position the arm below your heart. Do not cross your arms.

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



## Heart rate zones

You can check your heart rate zone using the product's LEDs. Settings can be adjusted via PULSESENSE View to determine when the LEDs illuminate.






% 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 wearing the PS-500 overnight, the heart rate zones will be adjusted according to your resting heart rate.

LED	% of max. heart rate	LED settings			
		TAP	FLASH	ON	OFF
■ □ □ □ □	Under 40%	Blinking	OFF		-
■ □ □ □ □	40~49%	Blinking		ON	-
■ ■ □ □ □	50~59%	↑	↑	↑	-
■ ■ ■ □ □	60~69%	↑	↑	↑	-

	70~79%	↑	↑	↑	-
	80~89%	↑	↑	↑	-
	Above 90%	Blinking (Faster)			-

**Note:**

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 in the PULSESENSE View app.



## Stopping and starting heart rate measurement

### Manual.

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



#### **Note:**

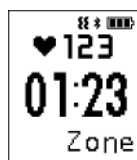
If the [A] button was pressed accidentally, it will return to the time screen after 10 seconds. You can also hold the [B] button to return to the previous screen.

### Automatic.

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

## Display screen in the heart rate measurement mode

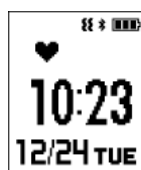
While in heart rate measurement mode, you can check your real-time heart rate data and statistics on the screen. Press the [B] button to scroll through the screens.



Time in fat burning zone.



Calories burned.



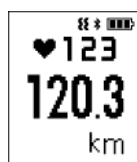
Privacy screen (Displays time and date without showing heart rate value)



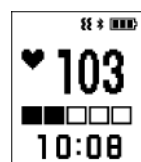
Steps



Heart rate, time and date



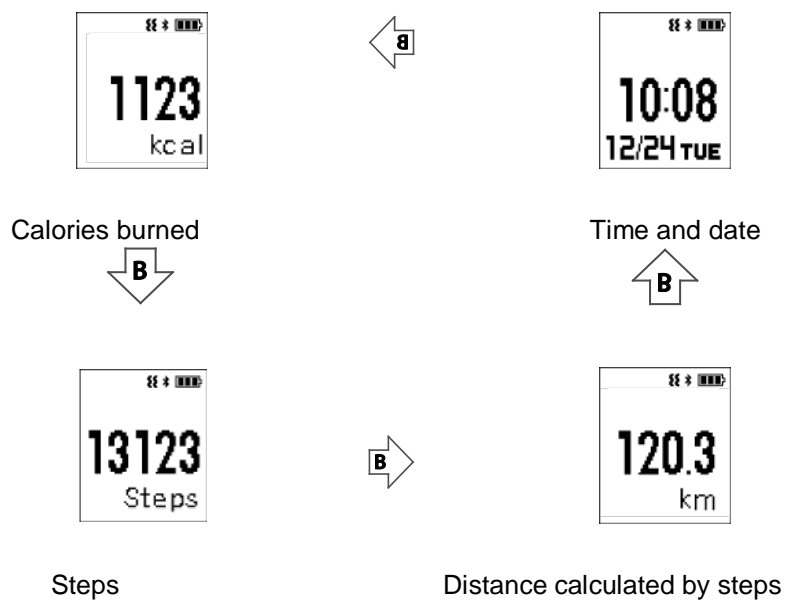
Distance calculated by steps



Heart rate and zone indicator

## Display screen (without measuring heart rate)

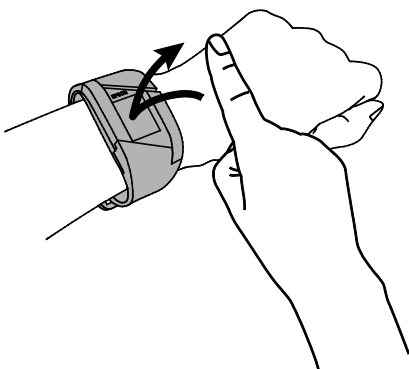
When heart rate measurement is disabled, you can check the following measurements on the screens below. Press the [B] button to change the display.



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## Backlight

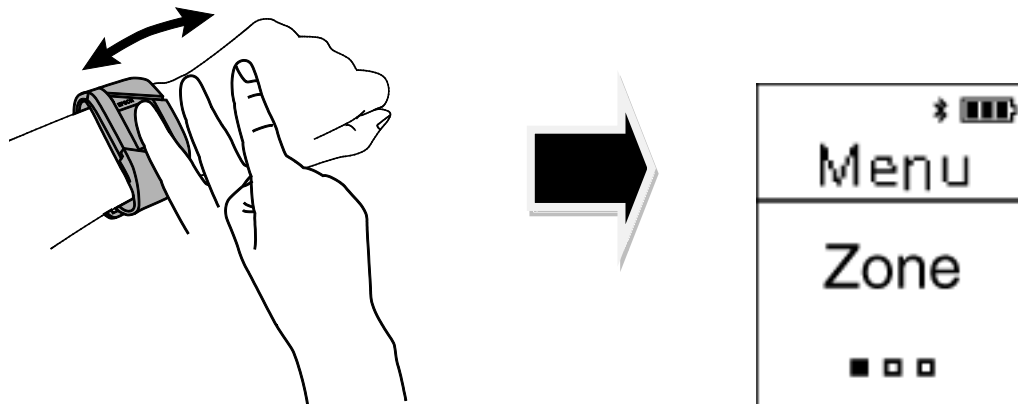
Tap the screen of the PS-500 once to turn the backlight on.



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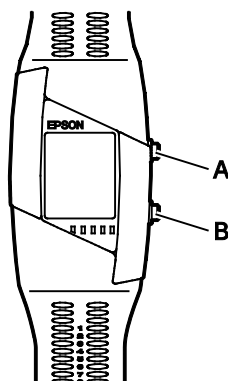
## Menu navigation

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

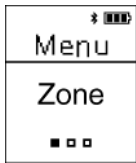



## Navigating the menus

Once you are 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 the [B] button.



### Zone Menu



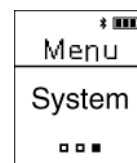
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### Bluetooth® Menu



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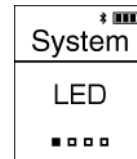
### Systems Menu



Back to "Zone Menu"



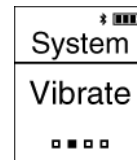
### LED




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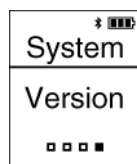
### Vibrate



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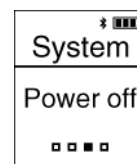


### Version



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### Power OFF

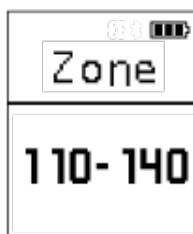
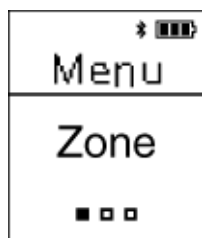


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Back to "LED"

## Checking your heart rate range in the fat burning zone

You can check which heart rate range you have to be in 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

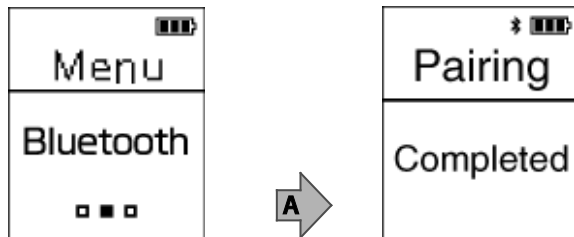
### Pairing

Enter the Bluetooth® menu to pair with PULSESENSE View or PS Uploader.

**Note:**

Make sure that the product is within three feet (one meter) from the smart device.

Your smart device needs to be connected to the Internet to complete pairing.

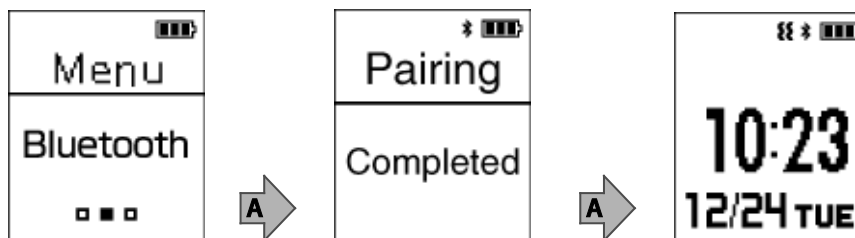


### Un-pairing

You can remove pairing information from the PS-500 and your smart device by following these steps:

#### 1 Delete pairing information from PS-500

Enter the Bluetooth® menu by tapping the product once and press the [A] button.



#### 2 Delete the pairing information from PULSESENSE View

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

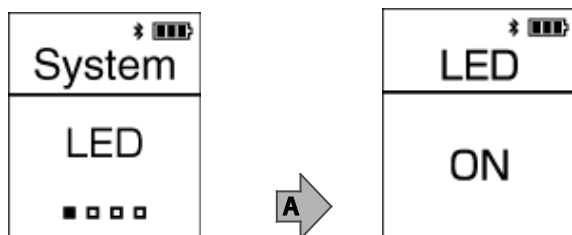
When using the product for the first time, check the following:

1. Attach the PS-500 to the cradle to wake the PS-500 from battery protection mode.
2. Enable Bluetooth® communication on your smart device.
3. Check smart device compatibility: [epson.com/PSdevices](http://epson.com/PSdevices)
4. Ensure your smart device is connected to the Internet.
5. Remove any other product from the area that could interfere with the Bluetooth® communication.

If pairing is lost or the PS-500 has been paired with another smart device, check the following:

1. The PS-500 may already be un-paired.  
If you need to un-pair your device, tap the screen twice, then press the [B] button to enter the Bluetooth® menu. Confirm your selection by pressing the [A] button.
2. The PS-500 already been deleted from PULSENSE View.
3. The PS-500 already been deleted in the Bluetooth® settings of your smart device.
4. Make sure Bluetooth® communication been enabled on your smart device.
5. Check smart device compatibility: [epson.com/PSdevices](http://epson.com/PSdevices)
6. Ensure your smart device is connected to the Internet.
7. Remove any other product that could interfere with the Bluetooth® communication

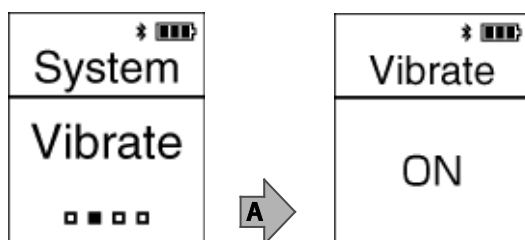
## LED settings



Press the [B] button and select from, [FLASH], [ON], [OFF] and press the [A] button to confirm your selection.

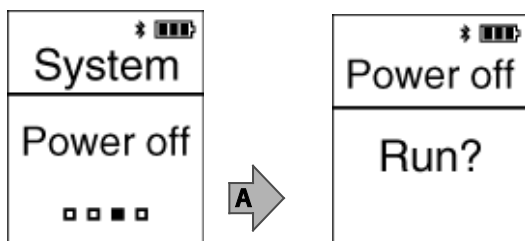
For more information about the LED patterns, see “[Heart rate zones](#)” page on 23.

## Vibration settings



Press the [B] button to select [ON] or [OFF], then press the [A] button to set your selection.

## Power off



Turn off PS-500.

Back to the previous screen.

(Hold down [B] )

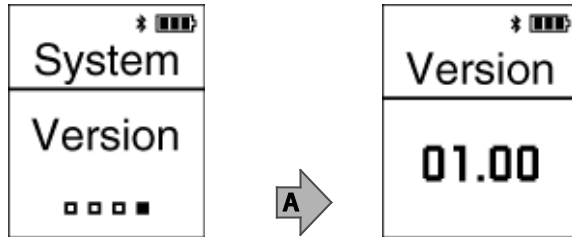
To turn the PS-500 on again.

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

### Note:

Even if not in use, the product should be charged at least once every 6 months . Failing to do so might affect the performance of the rechargeable battery.

## Firmware



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
## Language setting

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

Go to “Settings” > “Regional Settings” in PULSESENSE View to select your language.

Press the [A] or [B] button to select the settings for your device.

# Other functions

 [“Notification settings”](#) on page 37

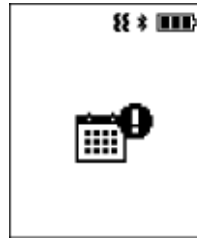
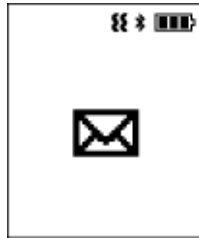
 [“Wake-up alarm”](#) on page 37

 [“Fitting adjustment”](#) on page 38

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## 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 app 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.

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## Wake-up alarm

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



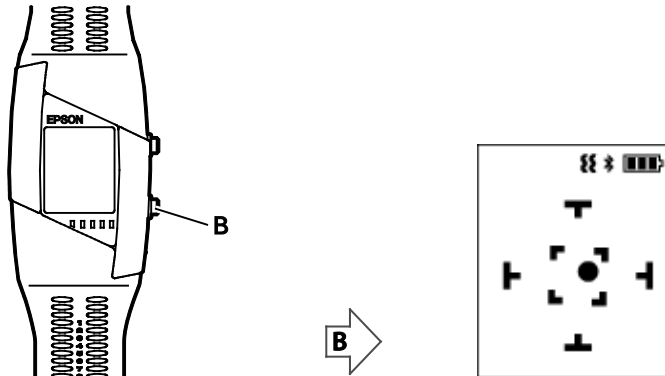
You need to set the alarm time and a window time during which PULSESENSE can wake you up. For example, you set 7:00 AM as your alarm time and 30 minutes as your window, PULSESENSE will vibrate to wake you from a light sleep phase between 6:30 and 7:00. Vibration must be enabled in your PULSESENSE View settings.

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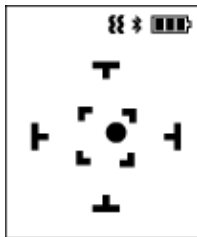
## Fitting adjustment

The PS-500 has a tool to correctly adjust the strap for optimal heart rate reading. Make sure heart rate sensing is turned off.

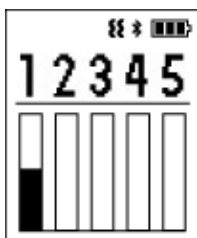
- 1** Wear the product loose, remember the wrist band hole number, then hold the [B] button for about five seconds.



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



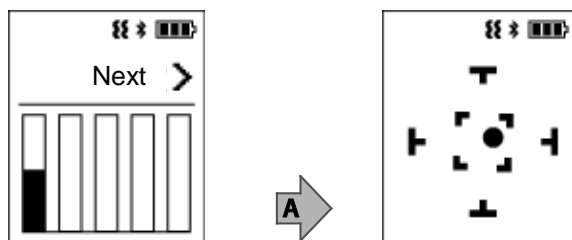
- 3** The heart rate measurement starts automatically and the screen below is shown.



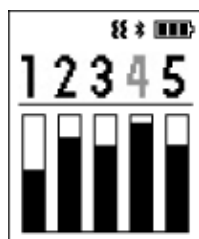
### Note:

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

- 4** Once the first bar is recorded and “Next” is displayed, tighten the wrist band by one setting and repeat steps 2 and 3.



- 5** Once the measurements are complete, adjust the wrist band to the highest setting for best results.



# Maintenance



[“Looking after your device”](#) on page 41



[“Replacing the battery”](#) on page 41



[“Updating the firmware”](#) on page 41



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## Looking after your device

Clean the PS-500 regularly. Wipe your product with a damp cloth, remove the moisture with a towel, then let it air dry.

**! 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 color over time.

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## Replacing the battery

You cannot replace the built-in, rechargeable battery .

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## 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 collected measurement data may be deleted and settings may be initialized. For more details on updating the firmware using your smart device, see the following websites:

[epson.com/support/ps500](https://epson.com/support/ps500) (U.S.) or [epson.ca/support/ps500](https://epson.ca/support/ps500) (Canada)

Before updating the firmware, upload your measurement data using the PULSENSE View app or PS Uploader.

# Appendix



[“Product specification”](#) on page 43

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## Product specification

### Device specifications

Contents	Specification
Model	PS-500
Size (LxWxH)	1.77 in x 1.38 in x 0.55 in (excluding sensor unit) 45 mm x 35 mm x 14 mm (excluding sensor unit)
Weight	Approx. 1.55 oz/44 g
Wrist Size	5.51 in-7.48 in/140-190 mm
Battery	Rechargeable Lithium Ion 75mAh
Battery Life (Heart rate ON)	Approx. 36 hours (depending on usage)
Recharge Time	Approx. 3.5 hours (from empty to full)
Water Resistance	3 atm
Connectivity	Bluetooth® Smart & USB
Operating Temperature	23°F~104°F/-5°C~+40°C
Storage Temperature	-4°F~140°F/-20°C~+60°C

### Cradle specification

Contents	Specification
Operating Temperature	23°F~95°F/-5°C~35°C
Function	Recharge, update PS-500 data through PC.

### AC adapter

Contents	Specifications
Model	E12E204001 (SFAC04)
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 45



[“Problem Solving”](#) on page 46



[“System reset”](#) on page 47



[“Where to get help”](#) on page 48

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

## Caution

- Do not use the charging cradle, USB cable, or AC adapter if they are 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.
- Persons with high skin sensitivity, eczema, allergies, or asthma may be more likely to experience skin irritation or an allergic reaction from the Pulsense product or similar products. Even persons without such conditions may start to experience redness or skin irritation on wrists from prolonged use or if the product is not cleaned regularly as indicated above. If you experience such symptoms:
  - Stop wearing and remove your Pulsense product immediately. Do not put it back on.
  - If symptoms persist for more than 2-3 days after removing the Pulsense product, consult a dermatologist.
  - Make sure to follow the wear and care instructions above.

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## Problem solving

Check each item.

Problem	Solution
Nothing is on the display.	Before charging the PS-500, it is in battery protection mode. Connect the product to the cradle and connect the cradle to a USB port or AC adapter to charge the product and wake your product from battery protection mode.  <a href="#">“Getting Started” on page 14</a>
The product is not responding.	Check the battery level and charge the product if necessary.
The product does not charge when it is put in the cradle. Charging stops frequently.	Charge in an environment where the temperature is 23°F~95°F/-5°C~35°C.  Ensure your PC can provide power over USB. If you are connecting the charging cradle via a USB hub, it may not charge. In this case, connect it directly to the USB port of the PC.  Clean the contact points of the product and charging cradle.   <a href="#">“Looking after your device” on page 40</a>
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 Epson.
A charging error is displayed.	Charge in a location with a temperature of 23°F~95°F/-5°C~35°C.
I wore the product while swimming or diving.	The product is water resistant to 3 atm. 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 and you can continue to use it. If the clouding does not clear up after some time, water may have entered the product and your product's integrity may be compromised.
Data is not updated, even though the product is connected to a smart device.	Refer to the Bluetooth® section in this manual to resolve pairing issues.

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## 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 46.

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## Where to get help

### Internet support

Visit [epson.com/support/ps500](http://epson.com/support/ps500) (U.S.) or [epson.ca/support/ps500](http://epson.ca/support/ps500) (Canada) for solutions to common problems. You can get tips, usage information, and FAQs, download utilities, view the User's Guide, or e-mail Epson.

### Telephone support services

Call (562) 276-4394 (U.S.) or (905) 709-3839 (Canada).

Support hours are 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.



