Omron Connect US/CAN/EMEA App FAQ

➲ Table of Contents

Migrating from OMRON connect (old version) app to OMRON connect US/CAN/EMEA app.

- **I am using OMRON connect (old version) app. How do I migrate?**

  OMRON connect Cloud account users:

  1. Download the OMRON connect US/CAN/EMEA app
  2. Log in with the same login credentials (username/password) used in the OMRON connect (old version) app. If you do not remember your password, you can reset it by tapping the "Get help signing in" link on the login screen.
  3. Once you log in, you will be provided with an option to test the connectivity of the OMRON devices paired in the OMRON connect (old version) app.
  4. All your data from the OMRON connect (old version) will be available in the new OMRON connect US/CAN/EMEA app to view.

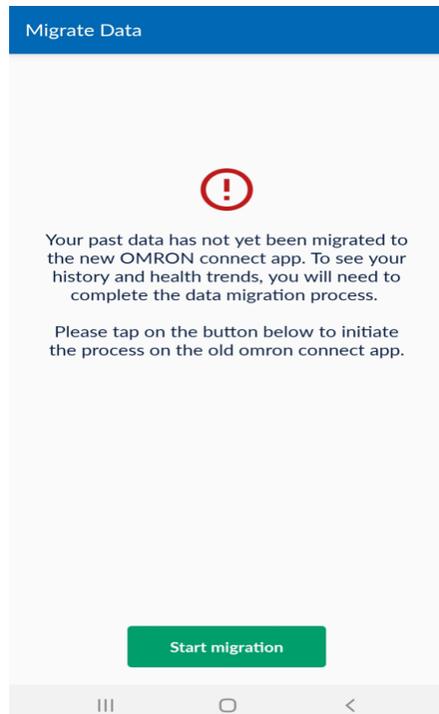 **Non-Cloud account users**
  - **Android:**
  1. Open the current OMRON connect app
  2. Click on "Download the new app" on this screen
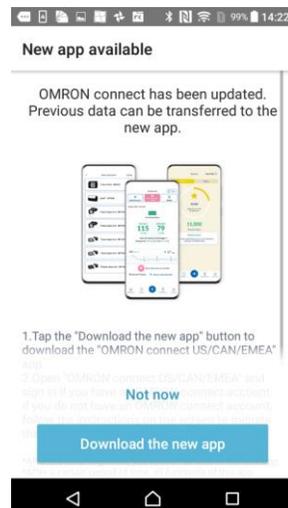
  3. Download the OMRON connect US/CAN/EMEA app from Apple Store (iOS device) and Google Play Store (Android device).
  4. Follow the instruction to create an account (username and password) on the new OMRON connect US/CAN/EMEA

     Note: To protect your privacy, a user name and password are needed to store and view health data in Omron connect, even when data is stored locally on your phone.

  5. Once the app is set up, tap on the "Start migration" button

Migrate Data

⊙

Your past data has not yet been migrated to
the new OMRON connect app. To see your
history and health trends, you will need to
complete the data migration process.

Please tap on the button below to initiate
the process on the old omron connect app.

Start migration

||| ○ ‹

6. Then the data will be transferred automatically from the old app to the new app

Dashboard ⑦

Your data is being transferred. 44% complete.

👤
Daily Overview

♥
Blood Pressure

27 Sep 2021, 00:05

7. When the data transfer is done, you will need to disable the old OMRON connect app to prevent
   a data transfer conflict between the old and the new app.

8. You will see the confirmation screen when the migration is completed.
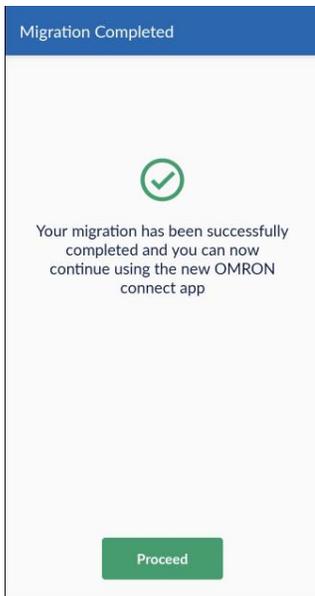
- **iOS:**
  1. Open the current OMRON connect app
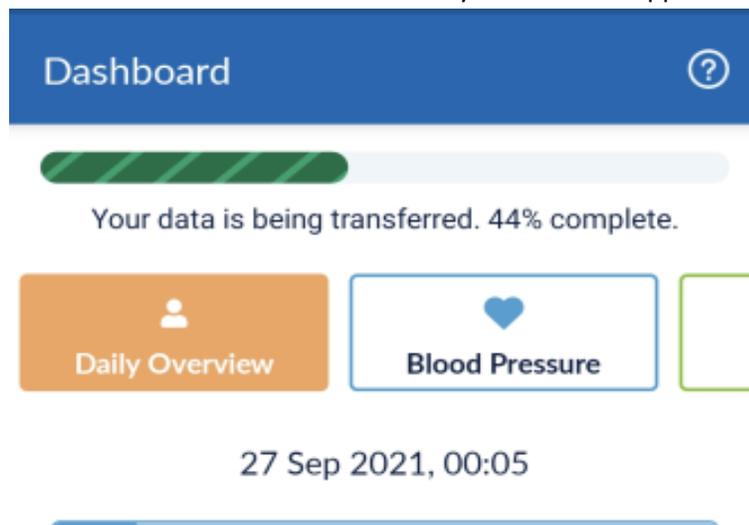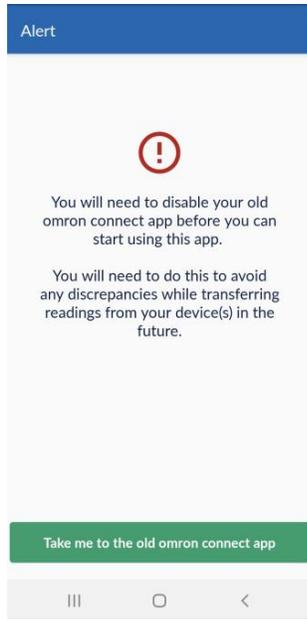 2. Click on "Download the new app" on this screen

  3. Download the OMRON connect US/CAN/EMEA app from Apple Store (iOS device) and Google Play Store (Android device).
  4. Follow the instruction to create an account (username and password) on the new OMRON connect US/CAN/EMEA

  Note: To protect your privacy, a user name and password are needed to store and view health data in Omron connect, even when data is stored locally on your phone.
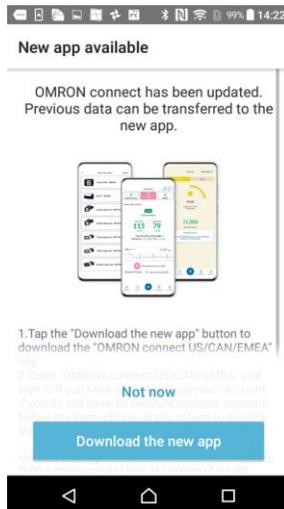
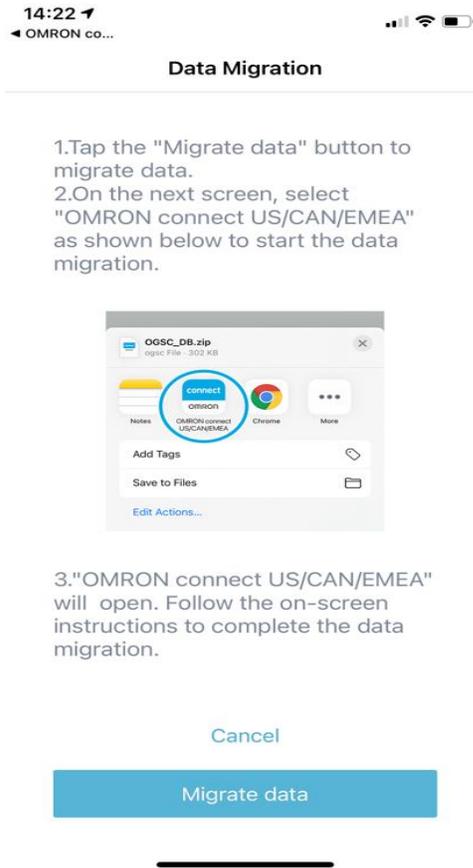 5. Once the new OMRON connect US/CAN/EMEA is set up, tap on the green button below to migrate the data.

6. Follow the migration instruction on the old app, and tap on the "Migrate data" button

7. Choose the new OMRON connect app
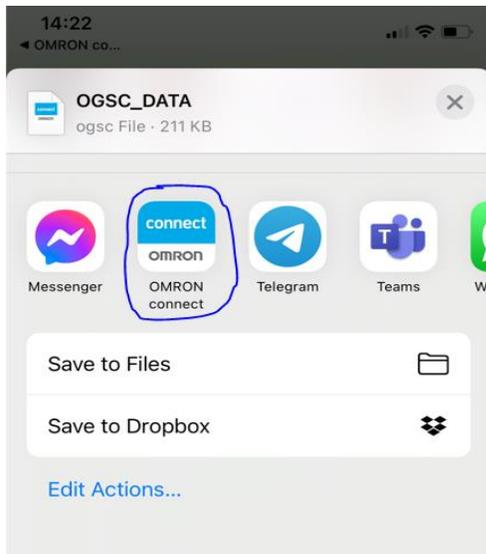
8. When the data transfer is complete, you will need to disable the old OMRON connect app to prevent the data transfer conflict between the old and the new app.

Alert

You will need to disable your old omron connect app before you can start using this app.

You will need to do this to avoid any discrepancies while transferring readings from your device(s) in the future.

Take me to the old omron connect app

9. You will see the confirmation screen when the migration is completed.

Migration Completed

Your migration has been successfully completed and you can now continue using the new OMRON connect app

Proceed

Pairing/Syncing

- **I am unable to pair my blood pressure monitor. What should I do?**

  Step 1: Remove the OMRON device from your Bluetooth settings on your smart device

    o **iOS smart devices:** To remove the Blood Pressure Monitor from the Bluetooth settings
      1. Open the Settings app on the smart device
      2. Tap on the "Bluetooth" setting to enter the Bluetooth option screen
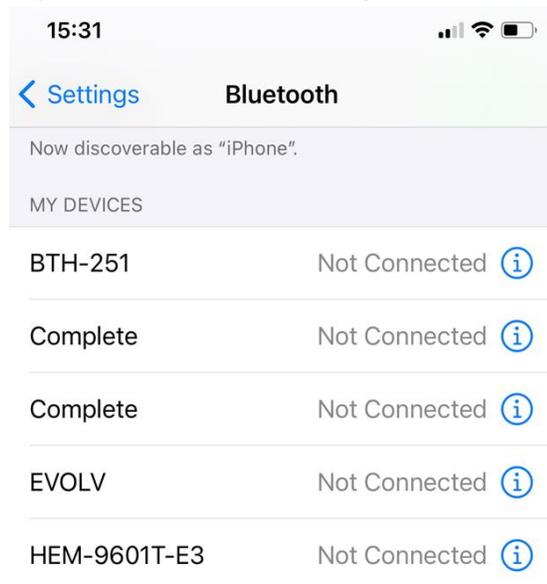
      3. Choose your OMRON device
      4. Tap the "**i**" button
      5. Tap on the "Forget This Device" button to remove the OMRON device from the Bluetooth my device setting
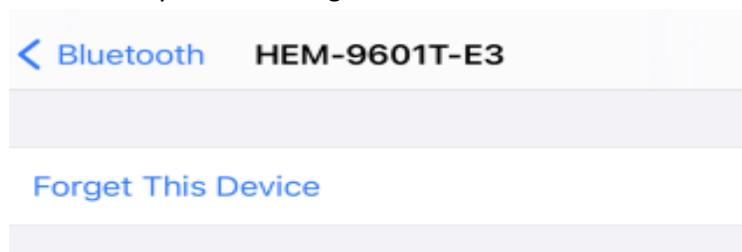
- o **Android smart devices:** To remove Blood Pressure Monitor from Bluetooth settings
  1. Open the Settings -> Connections
  2. Tap on the "Bluetooth" setting
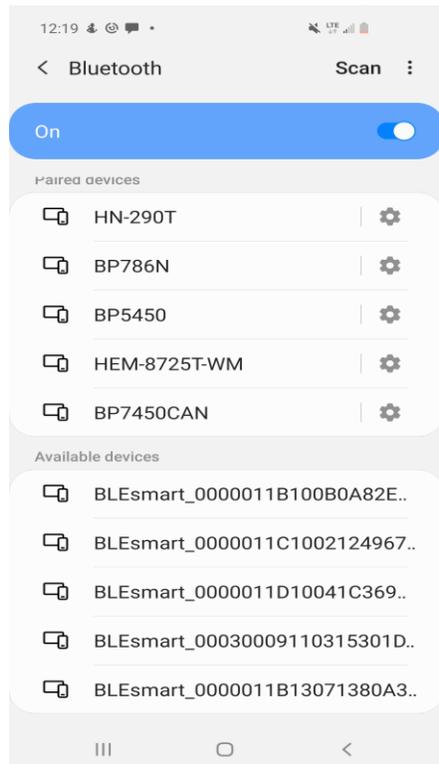
  3. Tap on the "Gear" icon to Unpair the OMRON device
  4. Choose the "Unpair" button on the bottom right corner
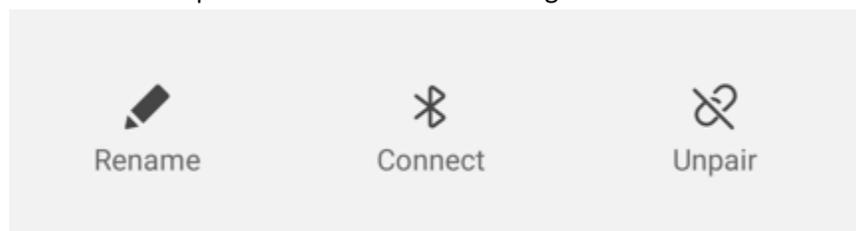
Step 2: Add a new device to OMRON connect App.

Open the OMRON connect app -> Profile -> Connected Devices and tap the "Add new device" ->
Choose the device you want to pair

Step 3: **Pair** the OMRON device with the app

Follow the pairing the instruction on the app.

NOTE: If you cannot find the Bluetooth settings on your smart device, please check with the smart phone provider to locate Bluetooth settings on your smart device.

- **I am unable to transfer/sync from my Blood Pressure Monitor. What should I do?**

  1. Ensure that Autosync is ON for the paired device. This can be verified by tapping on the (+) sign –> Go to Profile → Go to connected devices → Verify Auto-Sync is ON.
     This ensures that the app syncs data from your monitoring device every 3 minutes. You can also open the app, to start the sync process.
  2. You can transfer your data from the monitor. To do so:
     a. Press the Start/Stop button on the blood pressure monitor to clear the monitor screen.
     b. Tap the Sync icon on the app dashboard (Located on the top right corner).
     c. If the sync continues to fail, follow the steps to un-pair and re-pair the blood pressure monitor as described in the question "I am unable to pair my Blood Pressure Monitor". Re-pairing will not delete the readings from the monitor.
  3. Turn ON the OMRON connect location permission. To tell the OMRON connect US/CAN/EMEA app that it has permission to access locations, go to:
     iOS: (Required for background data transfer only)

     Settings -> Privacy -> Location Services -> Tap on "OMRON connect" app and turn ON Location
     Android:

     Settings -> Location -> App permissions -> Tap on "OMRON connect" app and turn ON Location

     Note: The exact path may vary depending on your smart device and operating software version.

Login/Account

- **Will I be required to have an account to use OMRON connect US/CAN/EMEA app?**
  To enhance the security of the OMRON connect app, you will be required to create an account (username and password) to use OMRON connect. You will have the choice to store your health data on the OMRON cloud or your local phone.

- **Will I be required to log in with my OMRON connect account to use the new app (OMRON connect US/CAN/EMEA)?**

  Yes, you will be required to log in again after updating the new app. If you forgot the password, you can reset it by tapping the "Get help signing in" link on the login screen.

- **How do I reset my password?**

    1. Open the OMRON connect US/CAN/EMEA app on your phone
    2. From the login screen, tap "Get help signing in"
    3. Enter the email address you used to create your OMRON connect US/CAN/EMEA account then tap "**Reset Password**"
    4. You will see a confirmation message on the screen "Check your email inbox for the link to reset your password reset link."
    5. Go to your email inbox associated with the email address used for your OMRON connect US/CAN/EMEA account. Then open the OMRON connect US/CAN/EMEA **password reset** email.
    6. In the password reset email, tap on "here"
    7. Enter the new password in the "New password" and "Confirm password" fields
    8. Tap on the "Update password" button
    9. Once completed, you will see a message which states "Password updated successfully" message.
    10. You can now re-open OMRON connect US/CAN/EMEA app and navigate to the login screen and use the new password to log in

    If you don't have access to that email address to complete the reset process or if you did not receive the password reset email, please contact us at support-omron.connect@eu.omron.com for assistance.

- **What are the premium subscription services?**

    The premium subscription service provides improved medication tracking, rewards, insights, and much more.

- **I updated to the new OMRON connect US/CAN/EMEA app. However, I do not see my data. Why?**

    With this update, it may take up to 24 hours for all of your data to be synced on your account. Please note that if you have previously set BP and medication tracking reminders, you will need to set them again.

General Issues

- **What is the OMRON connect US/CAN/EMEA mobile app?**

  A mobile app (or application) is software designed to run on your smartphone or tablet. The OMRON connect US/CAN/EMEA mobile app lets you wirelessly transfer data from your blood pressure monitor to your smartphone or hand-held device and upload your readings to the app.

- **Can a user install the OMRON connect US/CAN/EMEA app in a non-supported country?**

  No, the OMRON connect US/CAN/EMEA app is supported only in the US, Canada, and EMEA. You will *not* be able to download the app from other countries.

- **Which OS systems are compatible with the OMRON connect US/CAN/EMEA mobile app?**

  iOS 11 and above
  Android 7 and above

- **My phone or tablet was compatible previously but is not with the latest version of the OMRON connect US/CAN/EMEA mobile app. Why?**

  While some other devices and operating systems may have worked in the past or on occasion, new updates may prevent them from working in the future.

- **How much does the OMRON connect US/CAN/EMEA mobile app cost?**

  Our mobile app is available for FREE. There is a fee, if you would like to subscribe to the premium service, which provides improved medication tracking, rewards, insights, and much more.

- **How do I re-install the OMRON connect app on my new phone?**

  1. Re-install the OMRON connect US/CAN/EMEA app.
  2. Log in with your credentials.
  3. Re-pair your device. Go to Profile -> Connected Devices screen.

- **Can I still use power savings features on Android phones?**

  Yes, but if you use power savings features, location services may be turned off automatically when your battery power is running low. You should be able to set up and sync normally after you charge your phone.

- **Will my app work if a the network connection is not available?**

  You need an Internet connection to sign up, log in, and pair your devices. You can sync your readings from OMRON blood pressure monitors when you are not connected to the Internet. All your readings will be stored on the phone. However, connecting to the Internet will backup your data to the Cloud. If the mobile application is deleted before connecting to the Internet, data stored on the phone will be lost.

- **How can I export and share my readings?**

  You can export your data from the History section of the app. To do so, follow the below steps:
  a. Tap the History tab on the bottom of the screen
  b. Tap the Share icon on the top right in the screen
  c. If you are a non-premium service subscriber user, tap Standard Report on the following screen
  d. Select the type of data you want to share
  e. Select the date range for which you want to share the readings
  f. Select the format you need, Excel or PDF
  g. Select the Send to me option.
  h. If you choose to send to another person, select Send to Other option and enter the email address in the Email address field displayed
  i. Tap the Send button to share the report

  Body Composition Monitor (VIVA) and Scale with Bluetooth®:
  a. Your OMRON Body Composition Monitor and Scale with Bluetooth®can be paired with up to 4 different accounts (4 mobile devices) at the same time

b. Each user has to create their own OMRON connect US/CAN/EMEA account on their mobile device and pair the Body Composition Monitor and Scale
c. Ensure each user selects a unique user (User 1, User 2, User 3, or User 4) when pairing. The user number selected can be verified in the "Connected Devices" screen.
d. The Body Composition Monitor and Scale also supports Guest Mode. This enables guests to take their weight measurements. Guest readings will not be transferred to the app
Note: Please refer to the instruction manual to check how to record a reading in guest mode.

- **The app crashes or freezes. What should I do?**

If you experience app crashes or freezes while using certain features, try closing the app and launching it again. If you still encounter the problem, please contact us at support-omron.connect@eu.omron.com for assistance.

- **How do I delete my account from the app?**

a. Tap the profile tab on the bottom of the screen
b. Tap the account settings icon on the top right in the screen
c. Select the option delete account.

If you are a premium user with active subscriptions, please make sure to cancel the subscription plan to avoid auto-payment on each renewal. For cancellation, you need to visit the App Store or the Google Play store to cancel the subscription.

- **Does Android "Voice Match" and iOS "Sound Recognition" interfere with ECG recording?**

Yes, these may interfere with ECG recording. Please turn the feature off while recording ECG.

ECG: OMRON Complete

- **Is there anything I should be aware of when recording an ECG?**

  - If an ECG recording is interrupted by a phone call or email notification, you would need to re-record it.
  - When recording an ECG, do not run an app that excessively consumes the smartphone's computing resources, makes a sound, or uses the microphone of your phone.
  - Make sure the microphone of your phone works when recording an ECG.
  - Make sure that the ECG monitor works when recording an ECG.
  - As the ECG device transfers data through ultrasound, please make sure to record an ECG sitting in a quiet place.

- **What happens to my ECG readings if I log out of the app?**

  Your ECG data will not be deleted upon log out. You can delete the app to clear all the data.

- **Do locally stored ECG readings take up space on my devices?**

  Yes, although they are very small at 18KB, locally stored ECGs take up space on your phone, which means that a single mp3 on your device is about the size of 250 ECGs.

- **Can I change my email address used for the OMRON connect US/CAN/EMEA app account?**

  Currently, you cannot change the account email in the app.

- **Do I need to pair and set the date/time on my monitor again after replacing the batteries?**

  You will not be required to pair the monitor after replacing the batteries. To set the correct date and time on the monitor, follow one of the steps below:
  a. Put the monitor in transfer mode by pressing the "Transfer" or "Bluetooth" or "Clock" button on the monitor. You will see a flashing "O" on the monitor. Launch the app and tap the Sync icon in the dashboard to perform a manual sync of the monitor with the app. If auto-sync in ON, the sync will start automatically on launching the app.
  b. You can set the date and time manually on the monitor. Please refer to the instruction manual on how to set the date and time manually on the monitor.

- **Why some of my ECG and BP readings taken from Complete device are not linked?**

  In the latest version of the app, your BP and ECG readings will be shown as linked if taken at the same time. However, readings migrated from older versions of omron connect app cannot be linked.

Connectivity

- **I denied the Location Services prompt and I cannot sync my data. What should I do?**

  If the OMRON connect US/CAN/EMEA app prompted you to turn on location services and you denied the request, you will have to turn on-location services to sync with the monitor. To tell the OMRON connect US/CAN/EMEA app that it has permission to access locations, go to:

  iOS: Required for background data transfer only.

  Settings -> Privacy -> Location Services -> Tap on "OMRON connect" app and turn ON Location

  Android:

  Settings -> Location -> App permissions -> Tap on "OMRON connect" app and turn ON Location

  Note: The exact path may vary depending on your smart device and operating system version.

- **What are the "P" and "O" modes on the OMRON devices?**

  - "P" mode is known as the "Pairing" mode. You can put the blood pressure monitor in pairing mode by pressing the transfer button (Bluetooth, Transfer, or clock) for 3-5 seconds. You will see a flashing "P" on the monitor.
  - "O" mode is known as "Transfer" or "Sync" mode. You can put the blood pressure monitor in transfer mode by pressing the transfer button (Bluetooth, Transfer, or clock) once. You will see a flashing "O" on the monitor.

- **Why are my readings not syncing automatically without opening the app?**

  Ensure that auto-sync is turned ON in the app. To check, tap on the plus (+) menu and go to Profile → Connected Devices screen.

- **Why does sync start automatically upon launching the app?**

  Auto-sync will be turned ON automatically when a blood pressure monitor is paired with the app. Sync will start upon launching the app if auto-sync is ON in the "Connected Devices" screen.

- **How do I turn off Auto-Sync?**

  To turn off auto-sync in the app, tap on the plus (+) menu, go to Profile → Connected Devices. Each device will have an option for Auto Sync. Simply tap the "Off" button to turn auto-sync off.

- **Why am I not able to sync the readings to the app again? (readings that were synced and deleted)?**

  Once a reading is transferred from the monitor to the app successfully or if a reading is deleted from the app, you cannot transfer the same reading again from the monitor. If you need to add the deleted reading again, you can do so manually.

- **How can I transfer all the readings from the device?**

  You can transfer all of your readings by tapping the "Sync all data" button under the paired monitor in the "Connected Devices" screen. However, data already transferred or deleted from the app will not be transferred again.

- **Can I log out from the app when readings are being synced?**

  You cannot log out from the app if data transfer is in progress. You need to wait until the data transfer process is complete.

- **Why does the sync animation keep rotating occasionally? What should I do?**

  The sync animation means that the app is trying to transfer readings from the monitor if the Auto-Sync feature is ON. If the sync animation keeps rotating and does not stop even after a minute (If you have only one device paired. This transfer time may be more depending on the number of devices paired with the app), just close the app and launch again.
  Alternatively, you can turn off the Auto-Sync feature on the "Connected Devices" screen.

- **How much time will it take to transfer the readings?**

  Readings are transferred to the app within 5 to 15 seconds depending on the data to be transferred. However, it can take up to a minute for an error message to be displayed if a manual transfer is unsuccessful. You will not see any error for auto-syncing.

Data Share, Data Security, Privacy, Location in the app

- **Why is my Omron device is not showing with (or has been deleted from) Apple Health/Google Fit/Samsung Health?**

  For the OMRON connect US/CAN/EMEA app to share your blood pressure data with Apple Health/Google Fit/Samsung Health, Apple Health/Google Fit/Samsung Health needs to be enabled within the OMRON connect app.

  Steps to enable Apple Health in the OMRON Connect app
  1. On the app, go to "Profile"
  2. Tap on "App settings"
  3. Under "Share data with other apps", tap "Apple Health"
  4. Tap "Link"
  5. Enable the categories you want to share and tap "Allow".

  Steps to enable Google Fit in the OMRON Connect app
  1. On the app, go to "Profile"
  2. Tap on "App settings"
  3. Under "Share data with other apps", tap "Google Fit"
  4. Tap "Link"
  5. Follow the on-screen instructions to sign in
  6. Tap "Allow"

  Steps to enable Samsung Health in the OMRON Connect app
  1. On the app, go to "Profile"
  2. Tap on "App settings"
  3. Under "Share data with other apps", tap "Samsung Health"
  4. Tap "Link"
  5. Enable the categories you want to share
  6. Follow the on-screen instructions to sign in if asked
  7. Tap "Done"

  Please note Google Fit and Samsung Health are only available on Android phones and not on iPhone.

- **Is my data safe?**

  Yes. We have implemented reasonable precautions to protect the information we collect from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. Please be aware that despite our efforts, no data security measures can guarantee security.

  You should take steps to protect against unauthorized access to your password, phone, mobile device, and computer by, among other things, signing off after using a shared computer or device, choosing a robust password that nobody else knows or can easily guess, and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.

- **Does OMRON save my credit card details?**

  No, we do not collect or save your credit card details.

- **Why does OMRON connect US/CAN/EMEA app need my permission?**

  The OMRON app requires specific permissions.

  Below is a listing of permissions required for the OMRON iOS app and how we use them:
  1. Bluetooth: Bluetooth permission is required to allowed to enable communication with OMRON monitors.
  2. Location: To enable data transfer in the background from OMRON monitors, iOS devices used Apple's iBeacon functionality. To use this, location permission is required.
  3. Camera access: This permission is required because the app allows you to add a profile photo to your account. This is also used when adding medication images.
  4. Photo Gallery access: This permission is required because the app allows you to add a profile photo to your account. This is also used when adding medication images.
  5. System Notification access: This permission is required if you are using HeartGuide™ and need to get notified on HeartGuide™ when your phone receives an SMS, call, or email.

  Below is a listing of the permissions for the OMRON Android app and how we use them:
  1. Location: This permission is required for device pairing via Bluetooth, which works by identifying nearby external devices through a scanning function.
  2. Photos/Media/Files: This permission is required because the app allows you to add a profile photo to your account. Although media and files are typically grouped with the photos in your smart device, we will not use your media and files.
  3. Contacts: This permission is required if you are using HeartGuide™ to display your contact's name on HeartGuide™ when someone calls or sends messages.
  4. Phone Calls: This permission is required if you are using HeartGuide™ to send call notifications to your HeartGuide™.

5. SMS: This permission is required if you are using HeartGuide™ in order to read and receive text message (SMS) notifications to your HeartGuide™.

Please note, you do not have to allow access to these permissions. If you wish to review and/or disable some of these permissions, please navigate to your mobile device settings.

Note that OMRON connect US/CAN/EMEA does not track or store your location information.

- **Why is OMRON connect US/CAN/EMEA prompting me to enable location services?**

If you're pairing or syncing your monitor with an iOS/Android device, you may be prompted to turn on "location services".

Location services access is required by Google to perform Bluetooth communication. Google changed its permission requirements beginning with Android OS 6.0. As a result, the "locations permission" is necessary to sync your OMRON monitors with your Android device.

For more information visit the link below:

https://developer.android.com/about/versions/marshmallow/android-6.0-changes.html#behavior-hardware-id

For iOS, location permission is required to support the "iBeacon" functionality of OMRON blood pressure monitors. With this capability, your readings will be transferred to the application without opening the application. If you deny location services, the app will not be able to sync data from the monitor.

- **Where can I get more information about Android location permission?**

The OMRON connect US/CAN/EMEA app needs the locations services option on your phone to be turned on to perform the Bluetooth low energy scans required to sync your monitors.

Google added the locations permission requirement to alleviate concerns that Bluetooth beacons can be used to track your location without your permission during a Bluetooth low energy scan, such as the scan required to sync your monitors. By granting the OMRON connect US/CAN/EMEA app permission to access your location, your monitor will be able to sync, but your location won't be recorded or tracked by OMRON connect US/CAN/EMEA app.

For more information about Bluetooth technology, visit the Bluetooth Special Interest Group's website at bluetooth.com.

For details about the Google permission requirements, see Google's Android 6.0 Changes document:

https://developer.android.com/about/versions/marshmallow/android-6.0-changes.html#behavior-hardware-id

Subscription and Premium Features

- **How can I purchase a subscription plan?**

  You can purchase a subscription by navigating to Profile → Premium Features and choosing any one of the available options. The first 30 days are free of charged, after that you will be charged based on the subscription chosen.

- **Will the subscription be cancelled automatically if I delete the OMRON connect app or if I request to delete my account?**

  No, the subscription will not be cancelled automatically. You will need to cancel the subscription from the app or app store before deleting the OMRON connect app or requesting to delete your OMRON connect US/CAN/EMEA account.

- **Why am I not seeing reward points for the blood pressure/weight data recorded in the app today?**

  All reward points are not synced in the background. So, once you open the app, your data will be synced with the cloud for calculating the reward points. When you have opened the app, you should see updated reward points within 24 hours.

- **Can I change my subscription plan?**

  Yes, you can change your subscription plan by navigating to Profile -> Premium Features -> Tap on the "Manage my subscription" button to see the available subscription options.

- **If I cancel my subscription, will I be able to use the premium features in the app?**

  Yes, you can use the premium features in the app until the subscription end date.

- **Will I get a refund if I cancel my subscription?**

  No, you will not get a refund upon cancelling your subscription. However, you can continue to use the premium features in the app until the subscription end date.

- **How do the charges show up in my billing statement?**

  On your billing statement, the charges will appear as Apple or Google.

- **What email address will I receive my gift card redemption code?**

  You will receive the gift card redemption code from noreply-healthcare-EMEA@omron.com

- **How do I cancel my subscription plan?**

  You can cancel the subscription plan from the app or Appstore /Google Play Store.
  To cancel from the OMRON connect US/CAN/EMEA app:
  a. Open the OMRON connect US/CAN/EMEA app
  b. Go to Profile -> Premium Features
  c. Tap on the "Manage my subscription" button
  d. Under the "Cancel my subscription" section, tap the "Yes" button
  e. In the following pop-up, tap the "Confirm" button
  f. You will be navigated to the Appstore or Google Store. Locate the OMRON connect US/CAN/EMEA app and cancel the subscription

  To cancel from the Appstore:
  iOS:
  a. Open the "App Store" on your phone
  b. Tap on the "Profile" button on the top right
  c. Tap on "Subscriptions"
  d. Locate the OMRON connect US/CAN/EMEA app and cancel the subscription
  If you do not have access to your iPhone or Mac, please refer to the below link on how to cancel your subscription:
  https://support.apple.com/en-us/HT202039

  To cancel from Google Play Store:
  Android:
  a. Open "Play Store" on your phone
  b. Tap on the "Profile" button on the top right
  c. Tap on "Payments $ Subscriptions"
  d. Tap on "Subscriptions"
  e. Locate the OMRON connect US/CAN/EMEA app and cancel the subscription
  If you do not have access to your Android phone, please refer to the below link on how to cancel your subscription:
  https://support.google.com/googleplay/answer/7018481

- **Can I get a refund if I decide to cancel my subscription?**

  Please refer to the refund policies for Apple and Google.

  Apple: https://support.apple.com/en-us/HT204084
  Android: https://support.google.com/googleplay/answer/2479637?hl=en

- **Will the reward points change if I delete any past readings for which I already earned points?**

  No, your reward points will not change if you delete your readings.

- **I have purchased a subscription using an iOS device. Can I continue with the subscription benefits on an Android device?**

  Yes, your current subscription purchase will be retained, and you can use the premium features in your Android phone. However, before the current subscription end date, please make sure to cancel the subscription in the Apple App Store to avoid auto-renewal.

  Once the current subscription from the Apple App Store is cancelled, you can make a new purchase from your Android phone and continue using premium features. All your medication data, reward points, and premium reports will be retained.

- **I have purchased a subscription using an Android device. Can I continue with the subscription benefits on an iOS device?**

  Yes, the current subscription purchase will be retained, and you can use the premium features in your iOS phone. However, before the current subscription end date, please make sure to cancel the subscription in Google Play Store to avoid auto-renewal.

- **I have not subscribed to premium features. Why am I able to use all the premium features?**

  You may be able to use all premium features if you own a HeartGuide™ device. You will be able to enjoy the premium services, as long as you have this account in OMRON connect US/CAN/EMEA app.

Notification Feature

- **Why am I not getting any notifications?**

  To make sure notifications are received, please ensure the following:
    "Notifications" are turned ON in Profile -> App settings in the app. To do so:
    iOS:
    1. Go to Settings on your smart device
    2. Select the "OMRON connect" app
    3. Ensure notifications is turned ON
    Android:
    1. Go to Settings on your smart device
    2. Ensure notification for "OMRON connect" app is ON
    3. Tap "OMRON connect". Ensure notifications is ON

- **How can I check the insight notification messages that I missed?**

  You cannot read/access your past insight messages if you have not subscribed for the premium services. However, if you are a subscribed user, you can read your historical insight messages by navigating to the insights screen from the bottom menu bar.

- **How can I turn OFF the insights notification feature?**

  You can turn off the insight notifications by navigating to Profile -> App settings -> and turning the "Notifications" option OFF.