

V FIT AQUA

Bluetooth Swimming Tracker

Instruction Manual

Item #TYL-5201



VIVITAR[®]

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Introduction

The Vivitar V Fit Aqua Bluetooth Swimming Tracker allows you to track your steps, distance, calories burned and quality of sleep. It also features incoming caller ID, incoming text messages and incoming WhatsApp messaging. It is compatible with iOS and Android devices so that you can track your daily, weekly, monthly and yearly data via app on your mobile device. Please read this manual first before using this device in order to get best results.

Intended Use

The Vivitar V Fit Aqua Bluetooth Swimming Tracker is a home fitness product only and it is not intended to serve as a substitute for the advice of a physician or medical professional. Do not use this device for diagnosis or treatment of any health problem or disease. This is not a medical device.

Important Note

Your Vivitar V Fit Aqua Bluetooth Swimming Tracker can be used as a Bluetooth device so that you can monitor your steps using iPhones and iPads which run iOS 8 and above, and Android devices running Android 4.4 or above. In addition, your phone or tablet needs to support Bluetooth Low Energy (Bluetooth 4.0). To use your Tracker with your smartphone or tablet, you must make sure the Bluetooth function is enabled.

Package Contents

1. Vivitar V Fit Aqua Bluetooth Swimming Tracker
2. USB cable
3. Instruction manual with warranty information

Features

- Wirelessly Syncs Data to Smartphones and Portable Devices
- App Tracks Your Daily, Weekly, Monthly and Yearly Data
- Tracks Steps, Distance Traveled, Calories Burned, and Quality of Sleep
- Water Resistant Design
- Vibrate/Alarm/Reminder
- Long Lasting Rechargeable Battery
- Switchable Display for Right and Left Arm Use
- Bluetooth Enabled

Charging Your Device

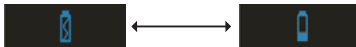
In order to charge, follow the steps below:

1. Connect your Vivitar V Fit Aqua to your computer or AC adapter via the supplied USB Cable. The cable connects to your device from the underside of the band.
2. Charging the product may take about two hours for a full charge.



Charging Mode

The charging battery icon always displays while the Bluetooth tracker is charging.



Using Your Bluetooth Swimming Tracker

Your Vivitar V Fit Aqua Bluetooth Swimming Tracker includes the following modes: Time Mode, Steps Mode, Countdown Timer Mode, Calories Mode, Distance Mode, Exercise Time Mode, Target Goal Mode, Target Status Mode, and Alarm Mode.

Press the Mode button on your Bluetooth tracker to toggle through the different modes.



Function Specification Ranges

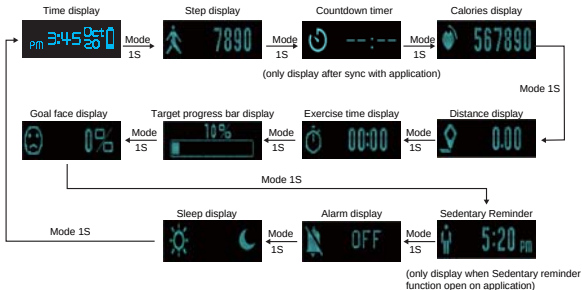
Steps: 0~999999
Steps Calories: 0~999999 Kcal
Distance: 0~9999.99 Km
Exercise Time: 00:00~23:59
Target Process Bar: 0~999%

Basic Functions

1. The first time you use Bluetooth tracker, press and hold the Mode button for 10 seconds to activate the Bluetooth tracker and to enter Time Mode.
2. Press the Mode button for 1 second while in Time Mode to scroll through and enter the tracker modes in the following sequence: Time Mode, Steps Mode, Countdown Timer Mode, Calories Mode, Distance Mode, Exercise Time Mode, Target Goal Mode, Target Status Mode, and Alarm Mode.
3. The selected mode icon flashes while displaying the mode.
4. After 10 seconds of inactivity, the tracker will automatically enter power save mode. The LCD appears black. To reactivate the tracker, press the Mode button.
5. At 12:00 AM every night the Bluetooth Swimming Tracker will clear all the current data (steps, calories burned, distance, target goal).
6. Each time the Mode button is pressed, there is a 30 second automatic Bluetooth synchronization. If the Bluetooth does not sync, press the Mode button again.

Switching Modes

Press the Mode button for 1 second each time to switch between the modes in the following sequence:



Reminder: Each mode automatically enters power save after 10 seconds of inactivity. To reactivate your Bluetooth tracker, press the Mode button.

Time Mode

- The Time Mode displays the current time, date (month, day) and battery power status.



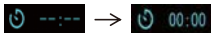
- The time displays in 12/24 hour format. The time format depends on your phone format settings. If your phone is set to the 12hr format, then when you sync your tracker it will be also be set to the 12hr format. If your phone is set to the 24hr format, then when you sync your tracker it will also be set to the 24hr format.
- Press the Mode button to enter Step Mode.

Steps Mode

- The Steps Mode displays the number of steps measured from the current day.
- The walking/running icon appears and switches alternatively at 1HZ.
- Press the Mode button to enter Calories Mode.



Countdown time default, Finish Countdown Time

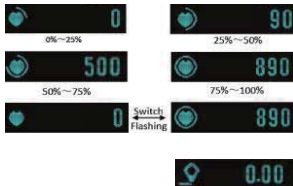


Countdown Timer Mode

- Your tracker and mobile device must be paired and connected for this mode to be active.
- The Countdown Mode displays the countdown time (from 1-60 min) as set in the Vivitar Fitness App 'Home/Settings > Countdown Timer' setting.
- When the countdown time is finished, the tracker will display 00:00 and vibrate 10 seconds.
- While in the Countdown Timer Mode, long touch the Mode button for 5 seconds and the tracker will reset the previously saved Countdown timer setting.
- The Countdown Timer display will remain on for approximately 20 seconds unless there are other operations active.

Calories Mode

- The Calories Mode displays the current calories burned.
- The Calories icon appears and switches from small to big alternatively at 1HZ.
- Press the Mode button to enter Distance Mode.



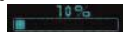
Distance Mode

- The Distance Mode displays the current intraday distance. The data is shown with two decimal places.
- Note: If the application and tracker are not synchronized, the stride length will be 60cm or 24 inches by default.
- Press the Mode button to enter Exercise Timer Mode.



Exercise Time Mode

- The Exercise Time Mode displays the current amount of time you have been exercising.
- Press the Mode button to enter Target Progress Mode.



Target Goal Mode

- The Target Goal Mode displays the current completed percentage of your target step.

- Each bar represents 10% of your target step. The grid icon increases accordingly until you reach your target.
- Press the Mode button to enter Target Status Mode.



Target Status Mode

- The Target Status Mode displays the percentage of the goal completed and displays the corresponding emotion icon.
- The 'Smile' emotion icon shows when the target completion rate is more than 60%, otherwise the 'Sad' emotion icon is shown.
- Press the Mode button to enter Alarm Mode.



Alarm Mode

- The Alarm Mode allows you to set up to 5 alarms.
- The alarms can be set using the Vivitar Fitness application. Select from the App, 'SETTINGS > Alarm Clock' and then enter the Tag and Time. Select 'ON' to activate each alarm.
- The screen displays the corresponding alarms as you have set using the Vivitar Fitness app. When more than one alarm is selected, press the Mode button to toggle through the alarm settings. When all four alarms are turned off, 'OFF' is displayed on the screen.
- When the alarm time arrives, the alarm icon flashes for 30 seconds at 1HZ frequency and the Bluetooth tracker band vibrates for 30 seconds. Press the Mode button when the band is vibrating to stop the alarm and enter power saving mode.
- Press the Mode button to enter Time Mode.

Incoming Caller ID and Incoming Text Messages

Your device can display incoming calls, text message and WhatsApp notifications while connected to your smart phone. Device should be less than 30ft. from phone for best results.

- The incoming call display will only be shown when a phone call is coming in.
- Your display will show the caller's name or number and vibrate for 10 seconds. If you touch the display at any time during the notification, the vibration will stop and return to Time Mode.
- When receiving an incoming message tap the Mode button up to 3 times in order to read the full message.

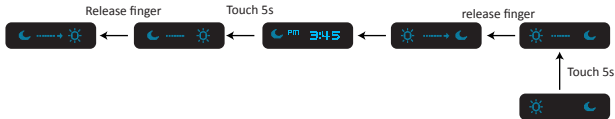
Note: For these modes to work, the Vivitar Fitness app must be running on your smart phone.

Troubleshooting:

- If for some reason your incoming caller ID or text messaging is not active, make sure your Bluetooth Swimming Tracker is connected to the Vivitar Fitness app. Go to > 'Connect', make sure TYL-5201 says "Connected".
- You can also go to the mobile device settings, tap Bluetooth and make sure it displays TYL-5201 "Connected".
- Lastly, if you are still unable to get the notifications working, go to > 'Connect' in the Vivitar Fitness app and click on the connected device, press "Unpair", then pair again.

Sleep and Wake Mode

- To enter Sleep Mode, toggle to the Sleep Mode, hold the Mode button for 5 seconds.
- To exit Sleep Mode, hold the Mode button for 5 seconds to re-activate the Bluetooth tracker and return to the mode that was previously selected prior to entering Sleep Mode.
- When the alarm is activated, the vibration also re-activates the tracker. Tap the Mode button to stop the alarm.
- You can also enter Sleep Mode automatically at a specific time of day. To access this feature, go into the settings of the Vivitar Fitness app and select "Auto Sleep".
- When in Sleep Mode, Caller ID and Messaging Notifications will not be displayed.



Setting Up the Vivitar Fitness App

Mobile Device Requirements

Your Vivitar V Fit Aqua Bluetooth Swimming Tracker can be used as a Bluetooth device, compatible with most iPhone/iPad/Android phones or tablets which support Bluetooth 4.0 Low Energy.

IOS OPERATING SYSTEM

Compatible with iOS 8.0 or higher

- iPhone 4S, 5,5C, 5S, 6 or newer
- iPad Mini, Mini 2, or newer
- New iPad, iPad 4, or newer

ANDROID OPERATING SYSTEM

Compatible with Android 4.4 or higher

- Samsung S3, S4, S5 or newer
- Samsung Note 2, 3, or newer
- Google Nexus 5, or newer
- Many more Android devices

Note: Your Android mobile device, tablet, iPhone, or iPad requires Bluetooth LE (Bluetooth low energy) software or later.

Installing the Vivitar Fitness App

Automatically and wirelessly sync your Vivitar V Fit Aqua Bluetooth Swimming Tracker with your mobile device so you can view your latest stats, graphs and charts on your smartphone or tablet.

The Vivitar V Fit Aqua Bluetooth Swimming Tracker app can be found on the iOS App store or Google Play store by searching for '**Vivitar Fitness**'. If you already have installed the Vivitar Fitness application, check for available updates to make sure you have the latest version.

Initial Bluetooth Swimming Tracker Setup and Device Pairing

Your Vivitar V Fit Aqua Bluetooth Swimming Tracker must be paired directly through the Vivitar Fitness App.

Getting Started

1. For the first time you use your Bluetooth Swimming Tracker, press and hold the Mode button for 10 seconds to activate the tracker and enter Time Mode. The Time displays as 12:00 by default.
2. Press the Mode button for 1 second while in Time Mode. Scroll through Step Mode, Calories Mode, Distance Mode, Target Goal Mode, Target Status Mode and Alarm Mode. The corresponding icon is shown at 1HZ for each mode.
3. Each time the Mode button is pressed, the display is activated for the selected Mode. While in any mode, the Bluetooth Swimming Tracker display will enter Power Save Mode after 10 seconds of inactivity.
4. Power on your smartphone or tablet. Make sure your smartphone or tablet is set to Bluetooth 'On'. Check your mobile device settings if needed.
5. Tap the '**Vivitar Fitness**' App from your mobile device to launch the app and begin the initial setup.

Initial Setup Wizard

1. **START:**

Tap 'Start' to begin the Initial Setup.

2. **SETTING: Personal Data**

Enter your personal data: Age, Gender, Unit of Measurement, Height, Weight

- a. Age: Tap the displayed age to open the window that allows you to edit the date as per your date of birth
- b. Gender: Select Male or Female
- c. Metric/Imperial: Select Metric or Imperial. The Unit selection affects the display of the Weight and Stride Length unit measurements.
- d. Height: Tap the displayed height to open the window that allows you to enter your height.
- e. Weight: Tap the displayed weight to open the window that allows you to enter your weight.

Tap 'Save' to continue on to the next screen. Confirm the Metric/imperial unit of measurement before continuing.

3. **SELECT DEVICE: Device Pairing**

- a. The 'Connect / Pair with device' screen appears.
- b. Tap the Mode button on your Bluetooth Swimming Tracker to activate the tracker's Bluetooth.
- c. Tap 'Vivitar TYL-5201' in the App Devices window to select your Bluetooth Swimming Tracker. Once the devices are paired, the word "Connected" appears and a lock icon will display. The Bluetooth Swimming Tracker will ask to pair with your phone via Bluetooth for incoming call and text message notifications.

Tap 'Next'. After your settings have been successfully saved, the App automatically opens to the Daily Activity Measurements: 'STEPS' screen.

4. SETTINGS: Set Device Settings

- a. **Android only:** The 'Do Not Disturb' screen appears. This setting **allows** for the app to send notifications to your **Bluetooth** tracker. **Select** the 'APP Notification' to be **ON**, then in the next screen **select** the Accessibility setting for Vivitar Fitness to be **ON**.
Once the notifications are set to ON, tap the Back button to return to the app. Tap 'Save' to save the settings for Notifications and continue to the **select** the settings.
- b. Enter your **Daily Goal Steps**, Wrist (Left Hand/Right Hand), Sedentary Reminder, **Alarm Clock**, Display, Auto Sleep (On/Off) and Do Not Disturb Settings.
- c. **iOS only:** Tap 'Next'. An 'Important Note' appears:
The Vivitar Fitness tracker **calculates** distance traveled by **multiplying** your steps and stride **length**. To **calculate** your stride **length**, walk ten steps, measure the distance in feet, **multiply** by 12 to convert into inches and divide by ten.
Tap 'Next'. The 'Stride Length' screen appears. Set your Stride Length as per the instructions above and then tap 'Confirm'.
- d. After your settings have been **successfully** saved, the 'Setup Complete' window appears. Tap 'OK' and the app then **automatically** opens to the **Daily Activity Measurements: 'STEPS'** screen.

IMPORTANT: If you are having difficulty connecting your **Bluetooth** Swimming Tracker to your device, **follow** the steps below:

1. Go to Settings on your phone > **select Bluetooth**. **Select** TYL-5201 and press the information icon  / 
to then **select** "Forget this device".
2. Go to the 'Connect' screen in the Vivitar Fitness app. Press the 'Mode' button on your **Bluetooth** tracker. **If** you do not see your device displayed, **slide** down on the screen to refresh (iOS) or tap **Refresh** (Android).

3. Select the Vivitar TYL-5201 Bluetooth Swimming Tracker from the list. You should now be properly paired with your device.

Using the Vivitar Fitness App

IMPORTANT NOTE:

In order to maintain sufficient transmission range it is necessary to keep your Vivitar V Fit Aqua Bluetooth Swimming Tracker within 30 feet of your smartphone/tablet. It is recommended to keep your smartphone/tablet in front of you or in your pocket during use.

If your Vivitar V Fit Aqua Bluetooth Swimming Tracker is not making a proper Bluetooth connection, check your smartphone/tablet Bluetooth settings menu.

Getting Started

1. Before first use, charge your Vivitar V Fit Aqua Bluetooth Swimming Tracker for about two hours.
2. Make sure your Bluetooth tracker has been charged and placed properly on your wrist. Power on your mobile device and launch the Vivitar Fitness app.
3. Once you have completed the initial set up and paired your device, the Daily Activity Measurements screen appears with default Activity 'Steps' screen in the Pie view.

Navigation Bar

The top navigation bar includes tabs that **allow** you to quickly access data measurements for your settings, daily activity, **sleep** and heart rate (**available only** with devices that include heart rate tracking).

Tap on one of the navigation bar icons to open the screen. The **selected** icon is **highlighted**.



-  Tap the **Home** icon to access the 'Settings' screen.
-  Tap the **Running** icon to access the 'Activity' screen.
-  Tap the **Sleep** icon for Sleep screen
-  Tap the **Heart Rate** icon to view the Heart Rate Monitor screen.
Available only for fitness devices that include a heart rate monitor.

Daily Activity Measurements

Tap the Activity tab to open the daily activity measurements. The 'Activity' measurements screen displays your accumulated daily measurements for Steps, Calories and Distance. The measurements are shown in Pie View and in Column View.

- **Pie View:** Displays the current activity measurements in the Pie chart format.
- **Column View:** Displays the current activity measurements Column Chart format. The information is shown per the specific times of the day that the data was measured.

To synchronize the data saved on your Vivitar V Fit Aqua Bluetooth Swimming Tracker with the app on your mobile device:

1. Tap the Mode button your Vivitar V Fit Aqua Bluetooth Swimming Tracker to activate the device pairing if needed.
2. From the Pie View, swipe down or press Sync on the screen to synchronize your latest activity measurements.

If you are having trouble syncing your data, tap the Home icon, then Connect, and make sure your device is connected.



Navigating the Activity View

- Swipe down on the screen to sync the measurements from your device with the app.
- Swipe your finger **left** or **right** to **scroll** through the different days' measurements. Tap the arrow on the top right to go back to the current day.
- Tap the **calendar icon** located on the **bottom left** of the window to open a **calendar** and **select** a specific date to view.
- To switch between steps, calories and distance, tap on the corresponding icon in the center of the page.
- **Inside the circle** you'll see your data for the **selected measurement**. The percentage is your progress towards your goals.
-  Tap the **landscape view icon** to switch to **landscape views** of your Steps, Calories and Distance daily activity measurements.

History



Navigating the Activity Landscape View

- Tap the Steps, Calories, and Distance buttons to switch between the Steps, Calories and Distance measurement screens. The selected measurement button is highlighted.
- You can switch between Weekly, Monthly and Yearly displays by pressing the corresponding buttons at the top.
- Swipe left and right to go through previous weekly, monthly, and yearly measurements.
- Tap the Pie View button to switch to the Pie views of your Steps, Calories and Distance daily activity measurements.

Sleep Activity Measurements

Tap the Sleep Activity icon to open the daily sleep quality measurements.

This screen displays your accumulated daily measurements for your quality of sleep.

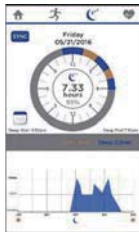
The information includes:

- Percentage of Sleep Goal Time
- Total Sleep Time
- Awake Time
- Types of Sleep Quality – Color Coded: Deep Sleep (Blue), Light Sleep (Orange)

The measurements are shown in Pie View and in Column View.

- Pie View: Displays the current quality of sleep measurements in the Pie chart format.
- Column View: Displays the current quality of sleep measurements Column Chart format. The information is shown per the specific times of the day that the data was measured.

Swipe your finger left or right to scroll through the different days' measurements. Tap the arrow on the top right to go back to the current day.



My Profile

Tap the Home icon and then tap 'My Profile' to open the settings for your personal and system information.

In the My Profile section, you can set the following options:

- Name
- Picture
- Gender
- Age
- Height
- Weight



Settings

Tap the Home icon and then tap 'Settings' to open the Settings section. The following options are available:

- Daily Goal Steps

Select the goals for steps.

After the goal is updated, your Bluetooth Tracker vibrates indicating that the setting was successfully updated.

- Stride Length

Enter your stride length to get accurate readings from your Bluetooth tracker. Important note: The tracker calculates distance traveled by multiplying your steps and stride length. To calculate your stride length, walk ten steps, measure the distance in feet, multiply by 12 to convert into inches and divide by ten.

- Wrist

Allows you to reverse display screen based on the hand you are wearing the tracker.

- Sedentary Reminder

- On/Off Switch: The switch allows you to activate the Sedentary Reminder.

- Inactive Time (Min)/Minutes with exercise: - No Move Time This allows you to tell the activity band to remind you when you have been inactive for a certain amount of time. Select or enter preferred amount of time (minutes) that you would like to be reminded.
- Beginning Time: Enter the time that you would prefer the feature to begin working.
- Ending Time: Enter the time that you would prefer the feature be inactive.

Save: After you have set up your Sedentary Reminder, tap Save or Set to save your settings. You should feel a vibration on your Bluetooth tracker after the setting is saved. Also the reminder mode appears on your tracker after activation.

- Alarm Clock

- You to activate up to 5 alarms. Tap the + to set an alarm.
- Time: Tap the selected alarm to enter the time you want the alarm to go off and to name/label the alarm.
- Repeat: For each selected alarm, tap to choose the day(s) of the week you would like the alarm to be active.

Save: After you have set up your Alarm Clock, tap Save or Set to save your settings. You should feel a vibration on your Bluetooth tracker after the setting is saved.

- Countdown Timer

This feature allows you to set a timer. The timer can be set from 1 minute to 60 minutes. The set time displays and counts down on your Bluetooth tracker.

- Display

This feature allows you to turn on/off the different display modes on your Bluetooth tracker. Tap the display icon(s) to select/deselect and then tap Save.

- Auto Sleep

Set a time for your tracker to automatically enter/exit Sleep Mode. It can also remind you prior to sleep time by entering the number of minutes. The tracker will not notify you of incoming calls or messages while Sleep Mode is active.

- Do Not Disturb

Select the **call** notification SMS notification and SMS display settings.

- Unpair

This will unpair your Bluetooth tracker and the app. Use this option if you are having difficulty with syncing your data. Reconnect to your Bluetooth tracker in the 'Connect' section.

Connect

- In the Connect option, you can select your Bluetooth tracker to pair with the app.
- If there is no tracker listed, tap the Refresh button (Android) or drag your screen down (iOS) to refresh.
- Tap the Bluetooth tracker's name, 'Vivitar TYL-5201', to view the device ID and name. Press 'Pair' to pair the device. When successfully paired the device quickly displays the time with a check mark and vibrate.
- Remember: Make sure your mobile device's Bluetooth is set to ON and make sure to tap the Mode button on your Bluetooth tracker before pairing.

Learn About Your Tracker

Tap the Home icon and then tap 'Learn About Your Tracker' to open this informational section.

The following information is available:

- App version
- Firmware Version
- Instruction Manual
- Quick Start Guide
- Trouble Shooting

Troubleshooting

- If at any time you are not receiving text messages or incoming calls on your display, go to settings on your mobile device > Bluetooth > TYL-5201, and then press "Forget Device". Then go back to Vivitar Fitness app and sync activity. A Bluetooth pairing request should pop up. Tap pair and you will be ready to go.
- If at any time your tracker is not connected to the app, check that your Bluetooth is turned "ON". Then launch the Vivitar Fitness app. Tap Home > Connect. See if TYL-5201 is connected. If it says connected, tap unpair and pair again.

Important Safety Instructions

1. Never attempt to disassemble or service your tracker.
2. Keep it clear when using. Please use a lightly moistened cloth to wipe the dirt on the tracker. Do not expose the device to strong chemicals such as gasoline, clean solvents, acetone, alcohol, insect repellents, as they may damage the unit's seal, case and finish.
3. Protect the unit from extreme heat, shocks and exposure to direct sunlight long time.
4. Do not swing the tracker.
5. Keep the tracker out the reach of children. If swallowed by mistake, please contact the doctor immediately.

Regulatory Notices

This device complies with the part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment may generate and radiate radio frequency energy, if not installed properly or used in accordance with instructions. May cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

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



CE The product is made conforming with all the applicable European regulations.



DISPOSAL

The device (including its removable parts and accessories) must not be disposed of together with municipal waste at the end of its life, but in compliance with European Directive 2002/96/EC. Since it must be handled separately from household waste, either carry it to a separately-collected waste disposal center for electrical and electronic appliances or give it back to the retailer on purchasing a new device with the same purpose. Any infringement will be severely prosecuted.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:

Specifications and designs are based on the latest information available at the time of printing and subject to change without notice.

Sakar Warranty Card

Sakar Warranty

This warranty covers the original consumer purchaser only and is not transferable.

This warranty covers products that fail to function properly UNDER NORMAL USAGE, due to defects in material or workmanship. Your product will be repaired at no charge for parts or labor for a period of one year.

What is Not Covered by Warranty

Damages or malfunctions not resulting from defects in material or workmanship and damages or malfunctions from other than normal use, including but limited to, repair by unauthorized parties, tampering, modification or accident.

What to Do When Service Is Required

When returning your defective product (postage pre-paid) for service, your package should include:

1. Copy of original bill of sale.
2. A detailed written description of the problem.
3. Your return address and telephone number (daytime).

Mail to the Address Below:

In the U.S.

Sakar International
Attention: Service Department
195 Carter Drive
Edison, NJ 08817

In the U.K.

Sakar UK
2D Siskin Parkway East
CV3 4SU, UK

You may also visit sakar.com for further assistance if necessary or call our technical support department toll free at 1-877-397-8200 in the US, or 0-800-917-4831 in the UK.