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Important notice

Thank you for choosing Withings U-Scan Reader. Before using Withings U-Scan Reader, review the information in this guide. You may also find this guide online at <https://www.withings.com/guides>

Retain this documentation for future reference. Installation instructions are available within the Quick Start Guide provided alongside this Product guide.

Please contact Withings when in need of assistance for setting up, using or maintaining the device or to report unexpected operations or events.

Information in this guide may change without notice. You will need an iOS (15.0 or higher) or Android (8.0 and higher) tablet or smartphone to install your Withings U-Scan Reader. Thereafter, the device can be used without your mobile device on you, thanks to the Wi-Fi and Bluetooth® connections. While it is possible to launch a measurement without a mobile device, the use of a mobile device is required for the installation of the Withings U-Scan Reader, and to synchronize and consult your results.

About the Withings U-Scan Reader

The Withings U-Scan Reader is an automatic at-home urine analyzer. Used in conjunction with Withings U-Scan Cartridges, it is intended to be used for tracking levels of a variety of urinary parameters.

Measurement results are displayed in the Withings App.

About the Withings U-Scan System

In order to use the Withings U-Scan System, you need to have the Withings U-Scan Reader and a Withings U-Scan Cartridge.

Then, you must create an account on the Withings App. Once you have installed the Withings App and created your account, you will need to connect/pair your device via Bluetooth. Once the device is connected, please follow the installation instructions. Please refer to the "Setup Process" section for details on how to accomplish the steps above.

The Withings U-Scan Reader is equipped with Bluetooth Low Energy (BLE) and Wi-Fi connectivity. The test results are transmitted by Wi-Fi, as a result the Withings U-Scan Reader cannot be used without a functional Wi-Fi connection.

Warnings & safety notice

Before using this equipment, be sure to read this manual carefully. Withings U-Scan Reader is not a medical device, and is not intended for use in the diagnosis, treatment or monitoring of any control of disease condition. Self-diagnosis and self-treatment can be dangerous. Always consult your doctor in case of questions or doubts.

- Withings U-Scan Reader is only compatible with Withings U-Scan Cartridges.
- The data provided is for informational purposes only, and is not intended to replace the results of laboratory medical analysis tests.
- This device is intended for adults only.
- Samples to be used with the Withings U-Scan Reader device are exclusively human urine.
- Do not use Withings U-Scan Reader if it is damaged. Use of a damaged device could cause injury or equipment failure.
- Do not try to repair or modify this equipment yourself. Do not open or disassemble the device for battery replacement.
- Follow the cleaning and maintenance instructions provided in this guide. Use of cleaning agents other than specified in this manual may damage the device.
- The power cable of the charger may cause strangulation due to excessive length. Keep it away from children and pets.

- Follow the operational and storage conditions indicated in the technical specifications section of this manual. Otherwise, measurement accuracy may be impacted.
- Do not use accessories, detachable parts, or materials that are not described in this guide. Use of parts and components other than those specified or provided by Withings could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and resulted in improper operation. To plug the station, use the provided power cord.
- Do not conduct a test when the Withings U-Scan Reader is charging.
- Do not conduct a test when the Withings U-Scan Reader is not properly closed.
- Do not conduct tests while having periods. Blood might contaminate the fluidic circuit.
- Certain substances or intakes can affect the accuracy of the results, so please refer to the Withings U-Scan Cartridge instruction manual.
- Do not expose the Withings U-Scan Reader to strong impact or vibrations (ie: dropping or shaking).

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U-SCAN READER Box content



Withings U-Scan Reader



Withings U-Scan Station



Toilet Clip (sizes: S, M, L)



Quick start guide
and product guide



USB-C Power cable

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U-SCAN CARTRIDGE Box content



Withings U-Scan Cartridge



Protective gloves



Cleanser powder



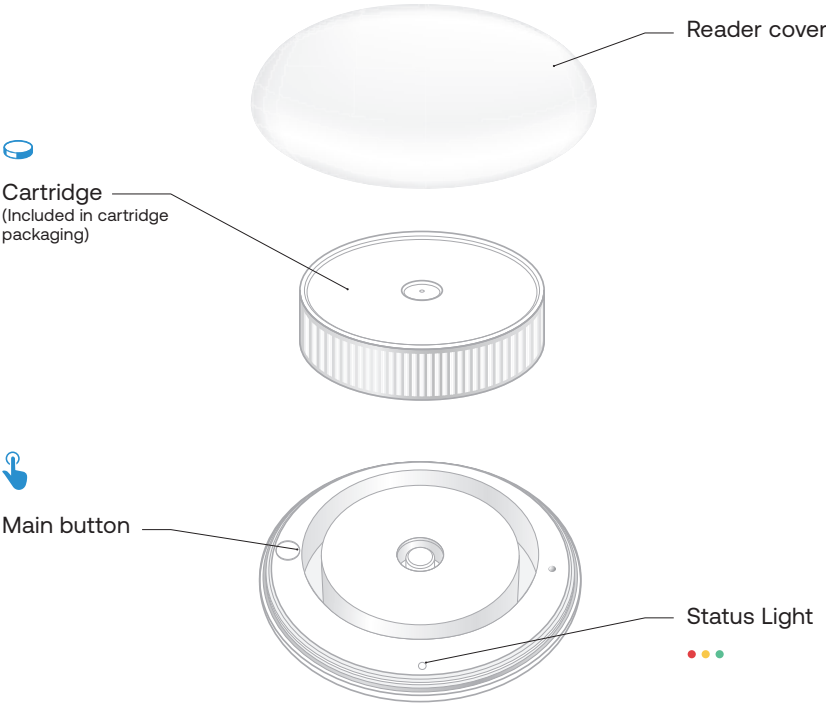
Product guide

If something is missing,
please contact support.withings.com

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WITHINGS U-SCAN READER

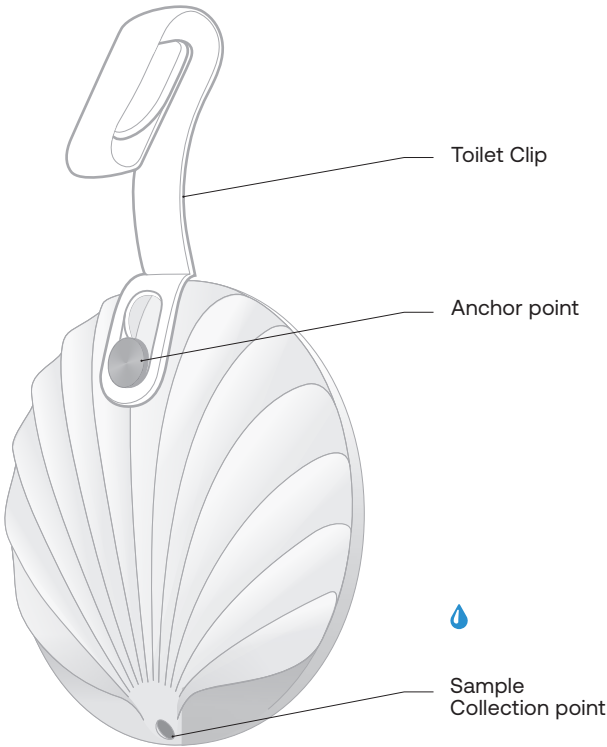
Inside view



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WITHINGS U-SCAN READER

Back view



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STATUS LIGHT

General

Blue breathing		Waiting for App installation
Blue continuous		Installation ongoing
Red continuous		Error
Green continuous		Success

Manual Launch

Green slow blinking		Ready to collect
Green continuous		Enough urine collected
Red continuous		Fail collecting enough urine

Charge (when plugged)

Orange continuous		Battery charging
Green continuous		Battery charged

BUTTON

1 second = 1 flash on the device.

Wake Up	1-second press, the led flashes blue if the device is not installed yet, green otherwise
Factory Reset	10-seconds press, the led will turn red after those 10 seconds then do 5 short presses
Hard Reset	20-seconds press, the led will turn red after 10 seconds

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1 – Download the Withings App and create a Withings account

Download and install the Withings App on your phone before the first use. Follow the on-screen instructions to (1) sign in with your existing Withings account or (2) create a new Withings account.

2 – Charge your Withings U-Scan Reader

To charge the Withings U-Scan Reader, first plug in the Withings U-Scan Station with the supplied USB-C cable and follow these steps:

1. Place the Withings U-Scan Reader inside of the Withings U-Scan Station,
 - a. The sample collection point should face downward with the shell side aligned with the charging wall of the Withings U-Scan Station

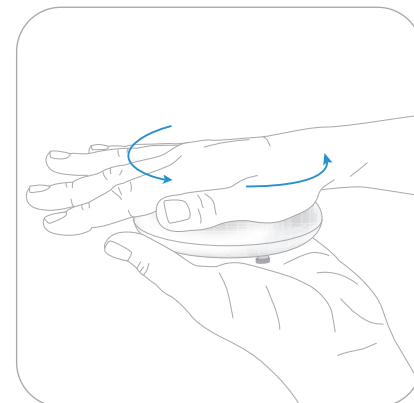
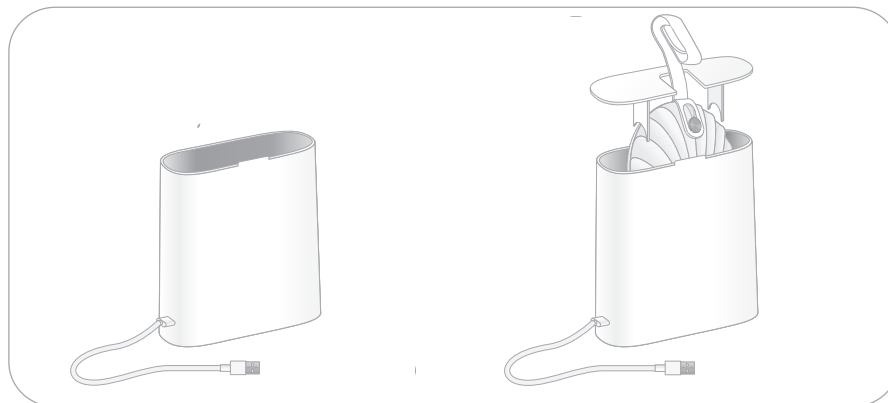
2. Close the Withings U-Scan Station.
3. You can see the status light of the Withings U-Scan Reader through the lid of the Withings U-Scan station. It will turn orange as it charges and green once charged, and you will receive a notification once your device is fully charged.

3 – Open your Withings U-Scan Reader

To open the Withings U-Scan Reader, hold it between your two palms with the smooth side facing up, press and rotate the cover in a counterclockwise direction with your upper palm.

Opening the Withings U-Scan Reader will allow you access to the power button, which will be required during installation.

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4 – Pair and link your Withings U-Scan Reader

Once connected to your Withings account, you must install your device in the Withings App.

To install your device, follow these steps:

1. Open the Withings App.
2. Go to the Devices tab and click on the “+” icon in the top right corner.
3. Tap U-Scan and then “Install.”
4. If the device is asleep, press and hold the power button for one second.
5. The status light of your device will start to glow blue when the device is ready to connect with your phone.

6. The Withings App will search for your device via Bluetooth and once it is found, you will be offered to pair your Withings U-Scan Reader with your mobile device.

7. Tap “Accept” to pair your device.

The status light will turn solid blue when the device is connected.

8. Once you have agreed to pair the Withings U-Scan Reader, it will update its internal firmware. Wait for the update to complete and you will then be prompted to connect your device to your Wi-Fi network.

5 – Cartridge installation

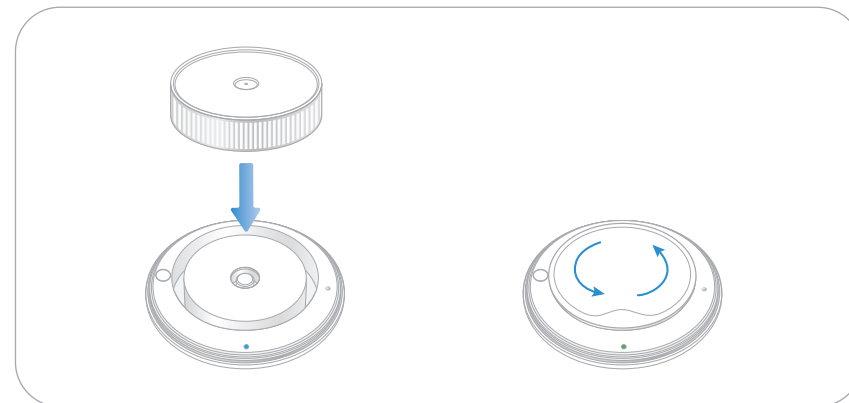
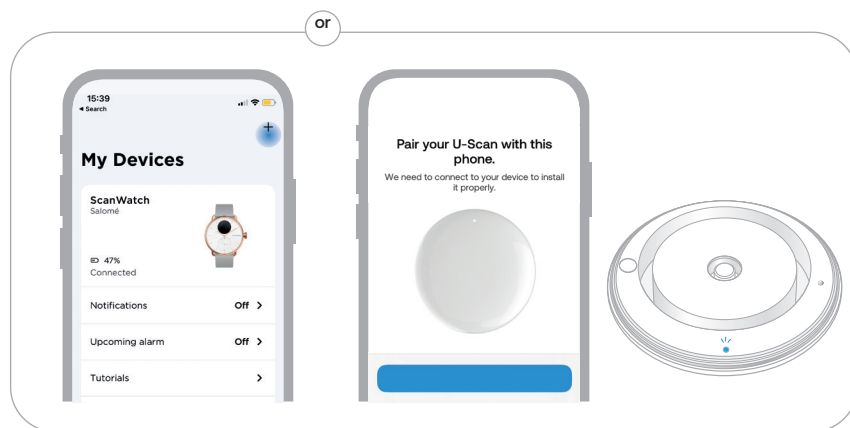
To install the Cartridge, follow these steps:

1. Open the Withings U-Scan Reader.
2. Remove your Withings U-Scan Cartridge from its packaging and insert the Cartridge into the Reader.
3. While gently pushing down, rotate the Cartridge in either direction until you feel it lock in place with the Reader.

4. The status light will change from blue to green to confirm that the Cartridge has been activated and ready to use.

5. To close the device, hold it in your palm with the smooth side facing up and turn the Withings U-Scan Reader cover clockwise.

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6 – Toilet installation

To install the Withings U-Scan Reader with your toilet, follow these steps:

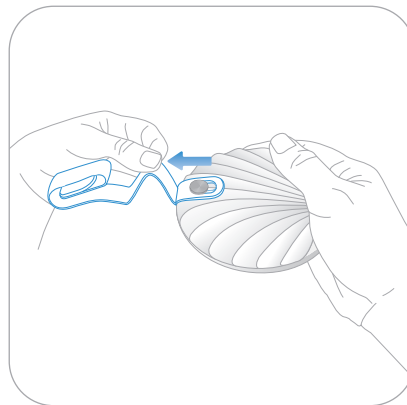
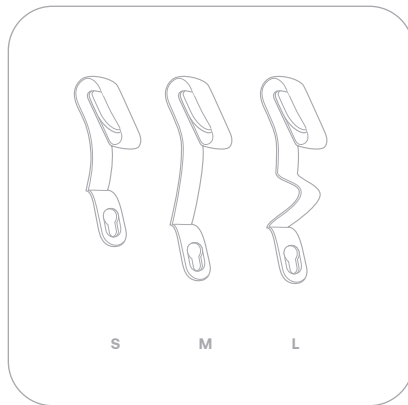
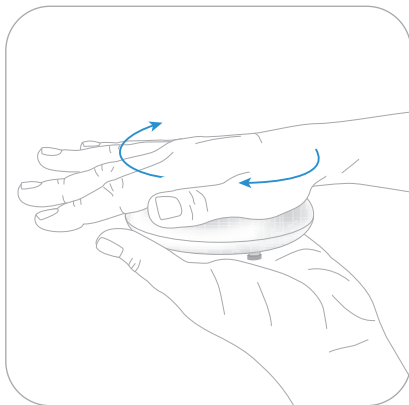
1. If not already closed, hold the Withings U-Scan Reader in your palm, with the smooth side facing up and the metal anchor point facing inward.
2. Close the device by turning the Withings U-Scan Reader cover clockwise.

3. The Withings App will ask you what type of toilet you have. This information will allow you to define which size toilet clip you will have to use.

4. Attach the toilet clip to the metal anchor point by sliding the anchor point into the smaller slot of the clip to ensure a secure fit. If the device doesn't slide then the clip is facing the wrong direction.

5. Once the toilet clip has been correctly attached, lift up the toilet seat and attach the clip to the front/center of the toilet rim.

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How to perform a urinalysis

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Measurement Plan

Upon purchasing the Withings U-Scan Reader, you will gain access to various subscription models that determine the frequency of measurements you can perform each week.

During the onboarding process, you will be prompted to complete your U-Scan Health Profile.

This allows the Withings U-Scan to better understand your health and lifestyle, which will assist you in achieving your health goals. Depending on the Cartridge you are using and your Health Goal, we will suggest you perform measurements on specific days of the week and specific times of the day. Some tests will need to be carried out as soon as you wake up or at the end of the day after your last meal.

Using your habits information and the information you provide on your Health Profile, a personalized measurement plan will be created to best respond to your needs. The frequency of the Withings U-Scan Cartridge delivery will fit the frequency of measurement decided during the Withings U-Scan Reader purchase.

We recommend adhering to the measurement plan provided in the Withings App. Nevertheless, you will still have the flexibility to launch manual measurements outside of your prescribed plan.

There are two different ways to launch a measurement with the Withings U-Scan System: automatic and manual.



You will receive the results 20 minutes maximum after the end of the sample collection for either measurement method. Depending on your results, nutritional and exercise-related advice will be available to you in the App in order to improve your routine.

Using the automatic measurement

When you choose the automatic measurement option, the Withings U-Scan Reader will activate to receive a sample based on the measurement windows that you have chosen in the app. The mode can be activated either at the end of the Cartridge installation process or in the settings of your device in the Withings App.

Please note that U-Scan samples will be collected only during the measurement windows chosen in your measurement plan. Make sure that you are aware of these measurement windows before using the toilet to collect a sample. If you are unsure, please check the Withings App to view the details of your measurement windows.

Please note that the Withings U-Scan Readers automatic measurement can distinguish between two individuals of opposite sexes based on differences in urine stream patterns. Therefore, we recommend not using this mode if you share your toilet with someone of the same sex.

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Launching a manual measurement

We recommend that Withings U-Scan Reader measurements be taken during the measurement windows chosen in your Measurement Plan, but you always have the option to launch a manual measurement at any given time. Please note the scheduling rules of the Measurement Plan given in your Application.

To manually launch a measurement, follow these steps:

1. Open the Withings App.
2. Tap your U-Scan Mission card on the Home tab.
3. Select “Launch Measurement.” Make sure that you keep your mobile device close to the Withings U-Scan Reader during this process.
4. Once the Withings U-Scan Reader is found via Bluetooth, confirm your selection of tests and proceed to urinate.
5. When you start a manual measurement, your device will be able to collect a test sample for a maximum window of 2 minutes. The status light will be green blinking while waiting for the test sample and turn green continuous when the sample collection is a success.

Warning:

Please only use mild soap, water, and the cleaning solution provided with the Cartridge to clean the Withings U-Scan Reader. Do not apply any other cleaning products, as they may affect the Withings U-Scan Reader's lifespan and accuracy. Be cautious when cleaning the toilet bowl to avoid accidentally applying any unwanted cleaning products to the Withings U-Scan Reader.

How to clean Withings U-Scan Reader

Daily cleaning

- The device surface is designed to be rinsed with each toilet flush.
- If necessary, you can clean the device with a mild soap. Please avoid any products containing bleach, as they will deteriorate your device.

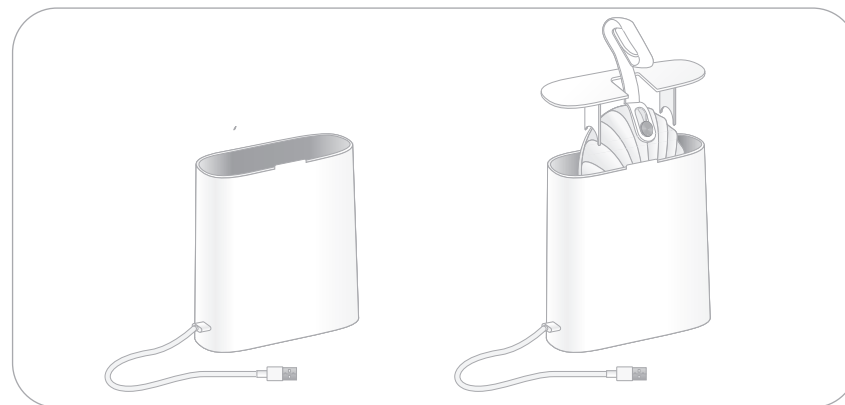
Deep cleaning

Deep cleaning of the device is highly recommended and will be suggested by the app after 3 months of use and before each cartridge change. To deep clean your Withings U-Scan Reader, follow the cleaning device process from your app:

1. Use the U-Scan toilet clip to remove the device from the toilets.
2. Put the provided cleaning detergent from the pouch and 2/3 cup (150mL) of water inside the Withings U-Scan Station, according to the level line drawn in the station.
3. Plug in the Withings U-Scan Station.
4. Place the Withings U-Scan Reader with the right position in the Withings U-Scan Station for 5 hours for it to be cleaned (see picture).
5. Remove the Withings U-Scan reader from the Withings U-Scan Station and rinse it under running water. You should hear the device pumping. The end of the rinsing water collection is confirmed by the LED, and the Withings U-Scan reader stops pumping.
6. Dry it with a kitchen or paper towel. Be careful not to use paper toilets, which may block the pumping inlet.
7. Follow the instructions to change the cartridge if necessary.
8. Place the device back in the toilets.

Storing the Withings U-Scan System

Please follow the deep cleaning instructions provided in your app before storing the device. After completing the deep cleaning process with the Withings U-Scan Station, rinse your product under running water for 10 seconds until the LED lights up and the device stops pumping. Ten minutes later, the device will purge the rinsing water, after this step you will be able to store the Withings U-Scan Reader according to the storage conditions - in a dry place and out of direct sunlight.



Cleaning and maintenance

EN Troubleshooting	
If you cannot fix the problem using the following troubleshooting instructions, please contact Withings or visit: withings.com/support .	
Problem	Solution
WiFi does not seem to work	The device is out of range from the Wi-Fi source. Please get your smartphone and device closer to your Wi-Fi source.
Toilet clip does not fit my toilet	3 different sizes of toilet clips are provided. Try a different size if the one selected does not seem correct.
Bluetooth does not seem to work	Smartphone is out of range. Please bring your smartphone closer to your device. Smartphone's Bluetooth is OFF. Please switch your smartphone's Bluetooth ON.
My results seem incorrect.	Your results may vary depending on the medication, food, or activities you take. See the list of interferences that can affect the results in the manual guide of your cartridge.
The device does not detect my urine.	Make sure to urinate on the device. If it is not responding, try to charge your product thanks to the U-Scan Station.
The device does not recognize me.	If Automatic recognition always fails, you might prefer using manual measurement.
I have missed my testing window.	You can launch a manual measurement or wait until your testing window is open. Your test will be automatically rescheduled.

General information

Wireless information		
Mode	Frequency Band (MHz)	Maximum Output Power (dBm)
BT LE	2402-2480	9
WLAN	2412-2472	20

Wireless Specifications

Wireless Technology	Bluetooth BLE
Version	Supported BT5.1
Operation Frequency	2402MHz - 2480MHz
Transmission power	-0.65 (max)
Modulation	GFSK
Receiver sensitivity	-96dBm

The wireless communication of the device is supported by BLE and Wi-Fi communication. The communication is encrypted through an exchange of a paired key and established between the device and the Withings Application for BLE and Wi-Fi.

The communication latency between the device and the Withings Application takes less than 10 seconds when the device and the smartphone are less than 16 feet (5 meters) apart.

The communication between the device and the Withings Application is not modified with sources of interference located within 5 meters.

Technical specifications

Product Name: Withings U-Scan Reader

Model: WPA02

Dimension: 93 x 33 mm

Weight: 134 grams

Power source: Powered by a 3.8 Vdc Lithium-ion battery (use the wireless charging U-Scan Station included).

DC 5V 1A power adapter (not included)

USB C input connector

WPC Qi 1.2 charge

DC 5V power adapter with a minimum power of 3W and a maximum power of 5W (not included).

112-200kHz operation (pre Qi standard)

TX power output 3W

Battery life: 3 months battery life after fully charged

Operating Conditions:

- indoor use;
- altitude up to 2,000 m;
- temperature 5 °C to 40 °C / 41°F to 104°F;
- maximum relative humidity of 80% for temperatures up to 31 °C decreasing linearly to 50 % relative humidity at 40°C;

Water and splash resistant: Yes

Storage Conditions:

- Temperature range: -25°C to 70°C / -13°F to 158°F
- Humidity range: 20% to 90
- %Pressure range: 700-1060hPa

Expected product life: 2 years

IP protection level: IP45

Withings U-Scan Station Usage Recommendations and Warnings

Product Name: Withings U-Scan Station

Model: SWPA01

Withings U-Scan Station Placement and Connection:

- Plug the Withings U-Scan Station in a dry place. Ensure that the environment around the station remains dry.
- Never immerse the Withings U-Scan Station: To avoid damaging the station, ensure that the USB-C port and the base of the Withings U-Scan Station are never in contact with water, whether during filling or usage.

Before plugging in the Withings U-Scan Station:

- Check that there are no traces of water in the USB-C port.
- Inspect the Withings U-Scan Station to ensure there are no cracks, scratches, or signs of deterioration. If any damage is visible, do not use the station.

Using the Withings U-Scan Station:

- Monitor the temperature: Use the Withings U-Scan Station in a room with an ambient temperature (0-30°C).
- Charging issues: If the Withings U-Scan Reader does not charge properly, immediately remove it from the Withings U-Scan Station, check that no water has entered the product and that it is properly closed to ensure it remains watertight.
- If no moisture is detected, unplug and replug the Withings U-Scan Station, and reinsert the Withings U-Scan Reader.

Unplug after use: Always unplug the Withings U-Scan Station from the power source after use.

Do not open or disassemble the Withings U-Scan Station. Any attempt to disassemble may compromise its functionality and result in safety risks.

In case of any issue, please contact customer support.

Failure to follow these recommendations may compromise the proper functioning of the Withings U-Scan Reader and Station. Withings will not be held responsible for any consequences that may arise.

European Union – Declaration of Conformity

Withings hereby declares that the Withings U-Scan Reader and Station are in conformity with the essential requirements of applicable EU Directives and Regulations.

The full text of the declaration of conformity can be found at: withings.com/compliance.

Disposal

Actuation of European directive 2012/19/EU, for a reduction in the use of dangerous substances in the electric and electronic devices and for garbage disposal.

The symbol applied on the device or its packaging means that at the end of its useful life, the product must not be disposed of with domestic waste.

At the end of the device's useful life, the user must deliver it to a collection center for electric and electronic garbage, or return it to the retailer when purchasing a new device. Disposing of the product separately prevents possible negative environmental and health consequences deriving from inadequate disposal.

It also allows the recovery of materials it is composed of to save energy and resources and avoid negative effects on the environment and health.

In case of abusive disposal of devices by the user, will be applied administrative endorsements in compliance with current standards. The device and its parts must be disposed of as appropriate, in accordance with national or regional regulations.



Need help?

➔ withings.com/support

Federal Communication Commission interference statement

FCC ID Withings U-Scan Reader: XNAWPA02

FCC ID Withings U-Scan Station: XNASWPA01

This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter

1. The equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment, under 47 CFR. 2.1093 paragraph (d)(2).

2. The U-Scan has been tested to the FCC exposure requirements (Specific Absorption Rate).

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.

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

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 generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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.

IMPORTANT NOTE:

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Country Code selection feature to be disabled for products marketed to the US/CANADA

Distance between user and device during use: 10 cm

General information

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Warranty

Withings Two (2) Years Limited Warranty - Withings U-Scan

Withings, 2 rue Maurice Hartmann, 92130 Issy-les-Moulineaux, FRANCE ("Withings") warrants the Withings-branded product ("Withings Product") against defects in materials and workmanship when used normally in accordance with Withings' published guidelines for a period of TWO (2) YEARS from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Withings' published guidelines include, but are not limited to, information contained in this guide or Quick Start Guide.

Withings does not warrant that the operation of the Withings Product will be uninterrupted or error-free.

Withings is not responsible for damage arising from failure to follow instructions relating to the Withings Product's use.

AU: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Security

Withings recommends that you add a passcode (personal identification number [PIN]), Face ID or Touch ID (fingerprint) to your phone to add a layer of security. It is important to secure your phone since it will be storing personal health information.

Users should follow the password and two-factor authentication guidelines when logging into the Withings App.

Users will also receive additional update notifications on the device via the Withings App, and updates are delivered wirelessly, encouraging rapid adoption of the latest security fixes. Users are able to see the currently installed firmware on the Withings App, under Devices > U-Scan.

This tab also indicates if an update is available.

- Do not install the device on a smartphone that you do not own.

- Do not use a public wifi network you are unfamiliar with. Use a trusted Wi-Fi network with your device.

- Withings also recommends upgrading your Withings App when an upgrade is available.

- The Withings Mobile App is not intended to be used on a computer. No anti-virus software is needed.

- Only use official app stores to download the Withings App. If in doubt, use the link go.withings.com.

Equipment symbol description

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Catalog number



Serial Number



Consult instructions for use or consult electronic instructions for use



Model Number



This product complies with the essential requirements of applicable EU Directives and Regulations



Regulatory Compliance Mark (RCM) with ACMA's labeling requirements



Humidity limitation



Temperature limit



Atmospheric pressure limitation



Direct current

IP45

Protected against solid foreign objects of 1,0 mm ø and greater
Protected against water jet from all directions



Do not dispose of this product as unsorted municipal waste, take it to electronic recycling.



Do not use if the package is damaged and consult instructions for use



Packaging recyclable



Packaging recyclable



Packaging recyclable



California Energy Commission (CEC) compliant



Contains Bisphenol A and Lead, substances recognized by the State of California as causing reproductive harm. www.P65Warnings.ca.gov