



Platform Information Guide



BENEFITS

- Enjoy the ultimate technology companion to the Ideal Protein Protocol
- Monitor your progress via your smartphone or secure web portal
- Track your meals electronically while on the go
- Keep an eye on your success during the Lifestyle Building portion of your journey
- Access the Ideal Protein Video Library anytime, from anywhere
- Enhance your experience by automatically syncing with our IdealSmart devices
- Communicate with your coach securely
- Stay on top of your maintenance goals in Lifestyle Living



9 out of 10 users believe
that the IdealSmart Platform helps them
better follow the Ideal Protein Protocol

THE SCALE



Weight



Body Mass Index



Body Fat Percentage



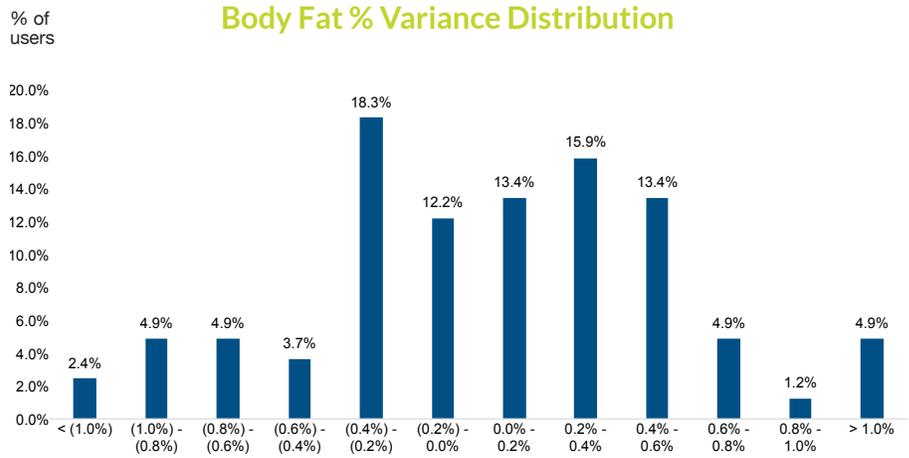
Hydration



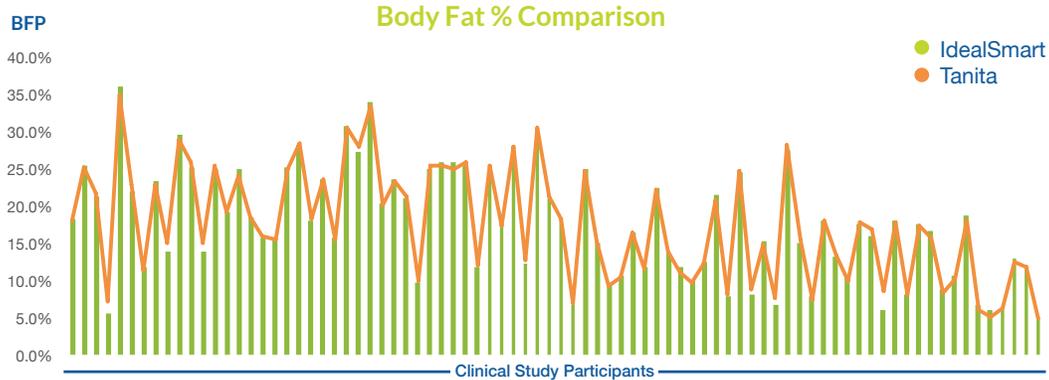
ACCURACY

Via harmless electrical current stimulation (500 pA at 50 kHz), the IdealSmart Scale calculates body fat percentage (“BFP”) using the Bioelectrical Impedance Method. The current is passed through the body and electrical impedance is measured. Using this measurement, along with height, weight, age, and gender BFP is calculated. As the calculation relies on the proper use of the scale and variables entered by the user, there are elements of this process that can produce erroneous readings, as described more fully in the troubleshooting section of this Guide.

Based on clinical testing submitted to the FDA, the IdealSmart Scale is substantially equivalent to the Tanita BC-533 (K040778) and the DEXA Standard.



BFP variance between the IdealSmart Scale and the Tanita BC-533 Scale



Clinical and Regulatory Validation

Clinical Study

Clinical studies have validated that body composition measurements from the IdealSmart Scale are substantially equivalent to an established in-market device from Tanita Corporation. This clinical outcome shows a positive and high correlation across all body composition measurements: body fat %, hydration %, lean mass and bone mass. The average variance in body fat % was 0.45%, and the correlation of body fat % was very high at 0.994 (max value is 1.000).

DEXA Standard

The Tanita device was used as the comparative device for the clinical study above because Tanita devices have consistently shown positive and high correlations against the most accurate, industry-standard form of body composition analysis, the DEXA (dual-energy x-ray absorptiometry) scan. These correlations confirm this device is also highly correlated with the DEXA standard.

INSTRUCTIONS

-  Install AAA batteries on back of scale (batteries included).
- 
  Download the IdealSmart App to your mobile device*.
-  Turn Bluetooth on in your phone settings.
-  Open the app and select “weigh-in” on the home screen FIRST, then step on your scale barefoot, with your feet centered on the metal sensors.
-  Remain still on your scale and on the app’s scale sync page until your scale completes its measurements.

**The mobile app is compatible with the iOS and Android platforms. iOS users must use iOS 9 and higher and iPhone 4S and higher. Android users must use Android 4.3 and higher. Weight range: 4.0 to 551.0 pounds (2.0 to 250 kilograms)*

SCALE FREQUENTLY ASKED QUESTIONS

What measurements does my IdealSmart Scale collect?

Your scale collects the following:

1. Weight
2. Body Mass Index (BMI)
3. Body Fat % and Body Fat Mass
4. Lean Muscle Mass and Lean Body Mass
5. Hydration

What is the weight limit on my IdealSmart Scale?

The scale weight limit is 551 pounds / 250 kilograms.

Do I need Wi-Fi to use my scale?

No. Your scale connects via Bluetooth to your phone.

Does my phone need to be connected to a data source (Wi-Fi or cellular data)?

Yes. Your phone needs to be connected to a data network in order for your app profile to connect with your scale and to receive all the scale's measurements (weight, body fat %, hydration %, BMI).

Can multiple people use the same IdealSmart Scale?

Yes, an unlimited number of people can use the same scale. The scale connects to your app and uses your app profile to calculate measurements, so anyone who has the app and has set their profile can use the scale.

Is the IdealSmart Scale accurate?

The scale is a Class II medical grade device approved by the FDA. It has undergone rigorous clinical testing to ensure the accuracy of its measurements. You should expect to see a small variance when comparing scales from any two manufacturers.

Does the IdealSmart Scale have an athlete mode?

No. The scale is not currently intended for athletes.

Can I manually record my weight?

Yes! By selecting the "weigh-in" button on the homepage in the app, you are presented with the option of recording a manual weigh-in. You can also manually enter weight data online via the my.idealsmart.com web portal.

Who should not use the IdealSmart Scale?

- (1) Professional athletes or those who exercise more than 10 hours per week
- (2) Children under 10 years of age
- (3) People with a pacemaker or other internal medical device
- (4) Those who are pregnant or may become pregnant

How do I weigh-in on my IdealSmart Scale?

Follow these steps to use your IdealSmart Scale:

1. Turn Bluetooth on in your phone settings
2. Insert the included batteries into your scale
3. Login to your IdealSmart App and make sure your height and birthday are set correctly
4. First, click “weigh-in” on the homepage of the IdealSmart App
5. Second, step on your scale. Remain on the scale until it completes its measurements. You will know this is complete when the app lists your weight and body fat %.

IMPORTANT: Weigh-in tips

1. Place your IdealSmart Scale on a flat, hard, even surface
2. Weigh-in barefoot
3. Stand balanced on the IdealSmart Scale with your feet firmly placed on the metal sensors
4. Weigh-in at the same time each day at least 2 hours after eating or drinking anything



SCALE TROUBLESHOOTING

My IdealSmart Scale does not complete my measurements / show all measurements.

1. Reset your scale by removing and then replacing the batteries.
2. Log out of the IdealSmart App and then log in again.
3. Ensure that Bluetooth is enabled on your phone.
4. Open the IdealSmart App and select “weigh-in” FIRST, then step on your IdealSmart Scale.
5. Remain still on your scale and on the IdealSmart App’s scale sync page until your scale completes its measurements. You will know this is complete when the app lists your weight and body fat %.

My IdealSmart Scale measurements do not appear to be accurate.

1. Reset your scale by removing and then replacing the batteries.
2. Make sure you are barefoot when weighing-in.

3. Place the scale on a flat, even, hard surface.
4. Make sure the scale surface is dry and clean.
5. Stand balanced on the IdealSmart Scale with your feet firmly placed on the metal sensors.
6. Make sure your profile settings in the app (particularly height, age and gender) are correct.
7. Do not eat or drink anything for at least 2 hours prior to weigh-in. Weigh-in at the same time each day to ensure consistent measurements.

My IdealSmart Scale does not display weight in my preferred unit of measurement.

Press the red button on the back of your scale to switch to your preferred unit of measurement (pounds, kilograms). Each time you press the red button the unit of measurement will display in the bottom right on the front screen of the scale. In your IdealSmart App, locate “settings” in the menu to view and change your measurement unit preferences.

ACTIVITY AND SLEEP BAND



Steps



Calories Burned



Distance



Active Time

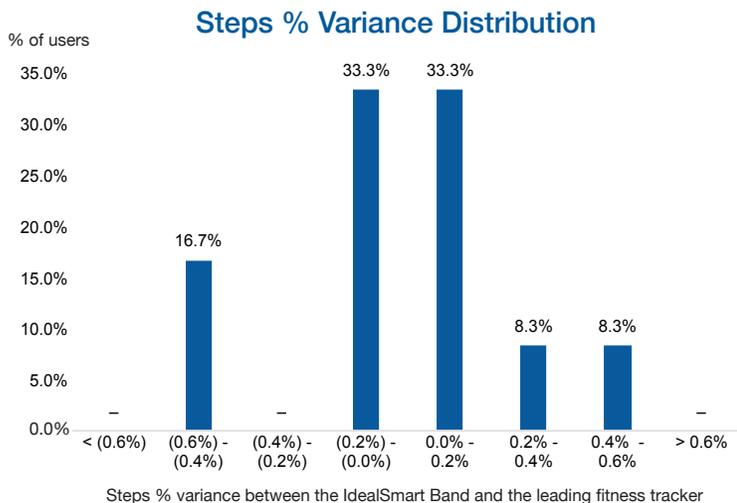


Sleep



ACCURACY

The IdealSmart Band uses accelerometer technology to calculate the number of steps taken by the user. In conjunction with height, age and gender, the band also calculates measures such as distance traveled. As the calculations rely on the proper use of the band and variables entered by the user, there are elements of this process that can produce erroneous readings, as described more fully in the troubleshooting section of this guide. Based on factory testing, the IdealSmart Band is highly correlated with the leading fitness tracker and actual physical step counts.



INSTRUCTIONS

1



Fit your smart activity & sleep band into your charger and plug it into a USB port. Charge it for at least one (1) hour before first use.

2



Download the IdealSmart App to your mobile device*.



3



Turn Bluetooth on in your phone settings.

4



Open the app and select “band” on the home screen. A prompt will appear allowing you to select your band. After a few seconds, your phone will detect your band. Select the band name from the list (it will begin with “ip_t3”) to link it to your phone, and it will buzz to indicate linking has begun. Once you have linked your band, you will not need to link it again.

5



Fit your smart activity & sleep band into your wristband, clip or pocket to wear it your way. Remember to sync your band once a week!

**The mobile app is compatible with the iOS and Android platforms. iOS users must use iOS 9 and higher and iPhone 4S and higher. Android users must use Android 4.3 and higher.*

BAND FREQUENTLY ASKED QUESTIONS

What measurements does my IdealSmart Band track?

Your band monitors the following:

1. Time & Date
2. Steps
3. Calories Burned
4. Distance Traveled
5. Amount of Active Time
6. Percentage of Goal Completed

How do I switch between Active and Sleep Mode?

To switch your band between Sleep and Activity Mode, press the “toggle sleep mode” button on the home screen.

Turn on Sleep Mode when you go to bed to track your hours of sleep and turn it off in the morning. Make sure your phone has Bluetooth turned on.

How do I view the measurements on the IdealSmart Band screen?

By tapping firmly on the IdealSmart logo, the screen will cycle through available measurements.

What is the battery life for my IdealSmart Band?

A fully charged band should last 7-10 days under normal use.

How often do I need to link my IdealSmart Band with my app?

You only need to link your band with your app once. After that, your band will automatically connect to your app when you sync. If you choose to forget your band in your settings, you will then need to relink.

Do I need the Internet connected to my phone to use my IdealSmart Band?

You need the Internet connected to your phone in order to link your band with your app the first time you use it. You also need it whenever you sync your measurements to your app. However, between syncs you do not need the Internet as the band will track your measurements automatically.

How often do I need to sync my IdealSmart Band measurements with my app?

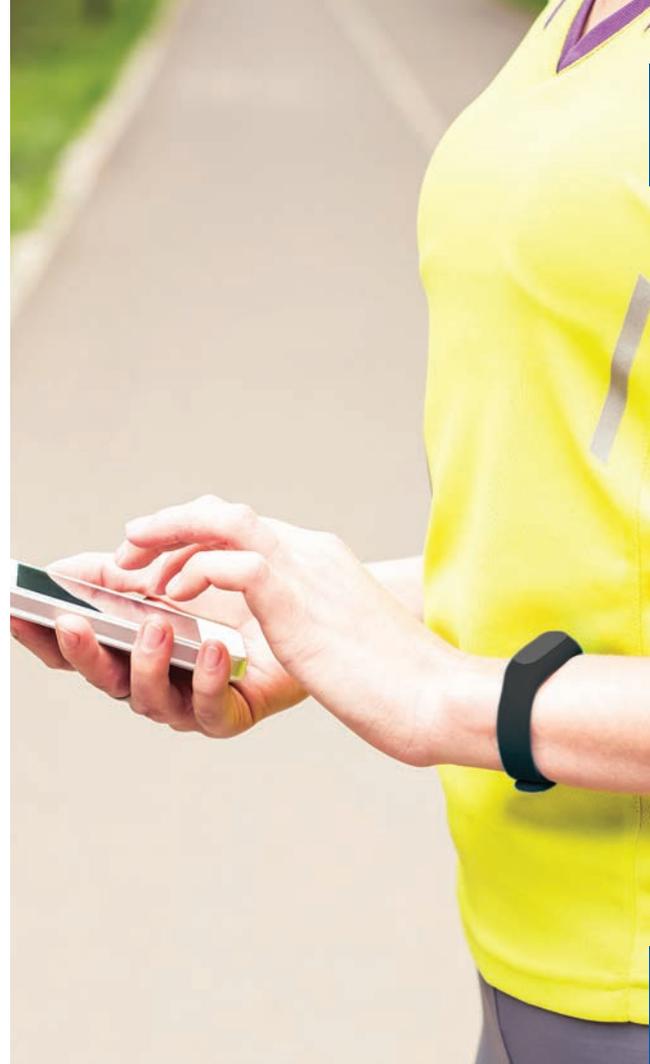
The band holds 30 days of measurements. We recommend syncing your band at least once every 5 days.

How do I record my activity and sleep using the IdealSmart Band?

1. Follow these steps to use your IdealSmart Band:
2. Turn Bluetooth on in your phone settings.
3. Charge your IdealSmart Band for at least 1 hour (do not sync your band while charging).
4. Make sure your band is within 50ft / 15m when you sync it.
5. Login to your IdealSmart App and select “band” on the homepage.
6. The IdealSmart App will now search for and display Bluetooth devices in range. Identify your band by searching for an alphanumeric code that begins with “ipt_3”.
Select your band.
7. After your initial sync, by simply pressing “band” on the homepage, your IdealSmart App will automatically recognize and connect to your band.

My band didn't record the right amount of steps, can I adjust this?

Yes, you can manually add steps within the app by clicking the band button. With Bluetooth turned off, choose “manually add steps”. You can also adjust steps via the my.idealsmart.com web portal.



BAND TROUBLESHOOTING

I cannot connect my IdealSmart Band with my IdealSmart App or it does not complete my measurements.

1. Turn Bluetooth on in your phone settings.
2. Press your band's touchscreen to make sure your band is charged. You must charge your band for at least one hour prior to first use.
3. Make sure your band is not charging while you sync it.
4. Make sure your band is within 50ft / 15m when you sync it.
5. Log out of the app and then log in again.
6. Remain on the app's band sync page until your band completes its measurements (may take up to 15 seconds). You will know this is complete when the app lists your total steps.

My IdealSmart Band measurements do not appear to be accurate.

1. Press your band's touchscreen to make sure your band is charged. You must charge your band for at least one hour prior to first use.
2. Make sure your settings in the IdealSmart App (particularly height) are correct.
3. Wear your band in your pocket, on your wristband or on your clip connected to your waist or torso. These locations will provide the most accurate readings.
4. Remain on the app's band sync page until your band completes its measurements (may take up to 15 seconds). You will know this is complete when the app displays your total steps.
5. In the "settings" menu, tap the red circle to remove your band. Then re-link your band by tapping "band" on the homepage and selecting your band.

My IdealSmart Band does not display distance in my preferred unit of measurement.

1. Go to “settings” in the IdealSmart App and adjust the units setting to your preferred unit of measurement.
2. Sync your band to save your preferred unit of measurement on your band.

My IdealSmart Band displays the wrong date or time.

Sync your band by tapping “band” on the homepage.



THE APP



Meal Journaling



Scheduling



Messaging



Videos



Device Integration

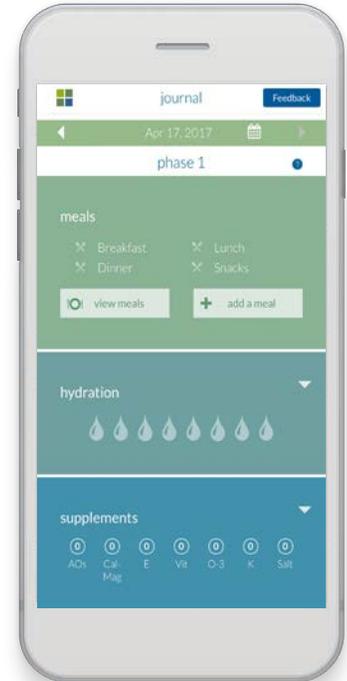


IDEALSMART MOBILE APP

The IdealSmart App for iOS and Android will help you maintain compliance while on the Ideal Protein Protocol

KEY FEATURES

- Meal, hydration & supplement logging
- Real-time progress tracking & reporting
- HIPAA-compliant messaging with your coach
- ICTV, Fitness, Cooking Videos
- Scheduling on-the-go
- Bluetooth syncing with the IdealSmart Scale and Activity Band



INSTRUCTIONS

1 

Download the IdealSmart App to your mobile device.



3 

Make sure your Bluetooth is on before you sync IdealSmart devices.

2 

Open the app. Register for a new account using the “sign up” button, or log in to your existing account.

4 

For specific feature instructions, select “support” on the home screen to access the support menu.

**The mobile app is compatible with the iOS and Android platforms. iOS users must use iOS 9 and higher and iPhone 4S and higher. Android users must use Android 4.3 and higher.*

APP FREQUENTLY ASKED QUESTIONS

What are the features of the IdealSmart App?

The app allows you to:

1. Sync with your IdealSmart Scale
2. Sync with your IdealSmart Band
3. Journal your meals, hydration and supplements
4. Message your coach
5. View your progress
6. Schedule consultations
7. Watch ICTV, Fitness and Cooking videos
8. Access support and user guides

How do I get the IdealSmart App?

Download the app from



To access all features, you must be a registered Ideal Protein patient or client at an authorized Ideal Protein clinic or center.

What devices support the IdealSmart App?

The app is supported by Android and iOS devices and is compatible with iOS 9 and higher and iPhone 4S and higher. Android users must use Android 4.3 and higher.

Does the IdealSmart App integrate with other devices?

The IdealSmart Platform was designed as an integrated technology platform specifically intended for use with the Ideal Protein Protocol. The app currently only works with IdealSmart devices.

Can my coach view data that I log in the IdealSmart App?

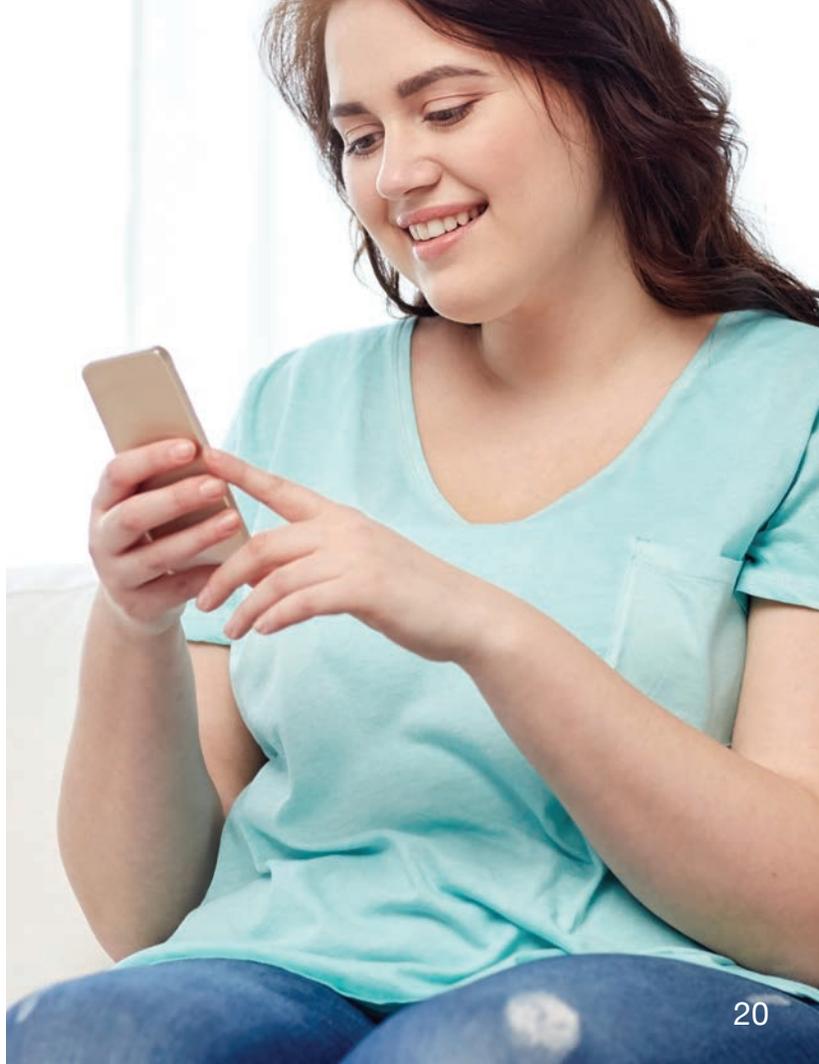
Yes! Your coach can view all data that you upload or record in the app. This allows your coach to tailor guidance based on your specific weight loss journey.

Is my data safe?

Yes. The IdealSmart Platform is HIPAA compliant and fully encrypted. Your identifiable data is available only to those who need to access it to provide you the best care and service possible. Your identifiable data is never shared.

What if I don't have a smart phone?

You can access all the features of the IdealSmart Platform (except device syncing) at my.idealsmart.com



APP TROUBLESHOOTING

I cannot remember my password.

Use the “forgot password” link to reset your password. Follow the instructions in the password reset email.

I don't see any available times to schedule a consultation.

Check with your coach to make sure they have set their available times.

I don't see my coach listed or I can't message my coach.

Check with your clinic or center to make sure you have been assigned a coach.

The IdealSmart App crashed.

Please delete and reinstall the app. Don't worry, all of your data is saved and will be available to you.

It is taking a long time for my progress charts or meal selections to load.

Ensure you have a strong enough data connection on your device. If you are connected to Wi-Fi, make sure the signal strength is strong. If you are using a cellular data connection, make sure cellular data is turned on and that you have sufficient bandwidth.

I can't change my phase.

Contact your coach to update your phase.

I am not seeing the right ICTV video.

Contact your coach to update your playlist.

I do not have access to all features.

If you are in Phase 0, use the clinic locator to find an Ideal Protein clinic or center near you. To access all features, you must be registered with an authorized Ideal Protein clinic or center.

THE WEB PORTAL



Meal Journaling



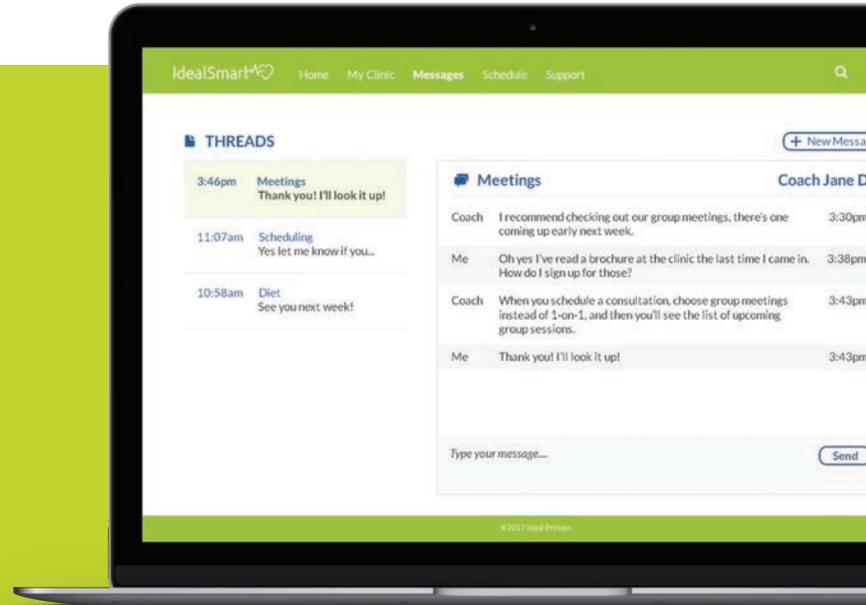
Ideal Protein Videos



Electronic Health Profile



Metrics & Progress Tracking

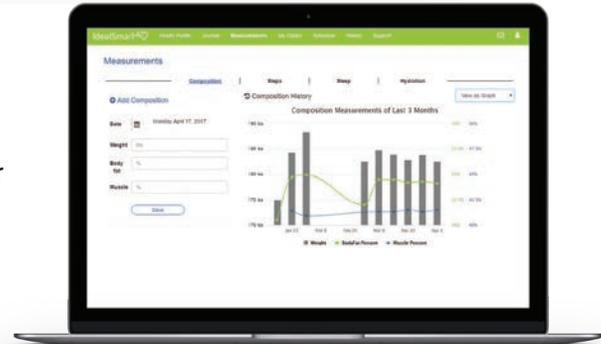
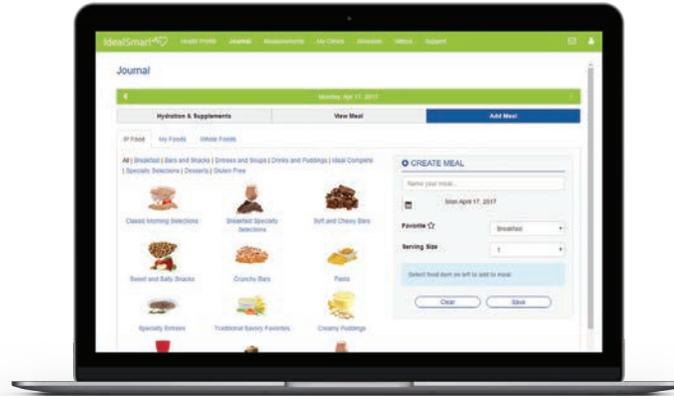


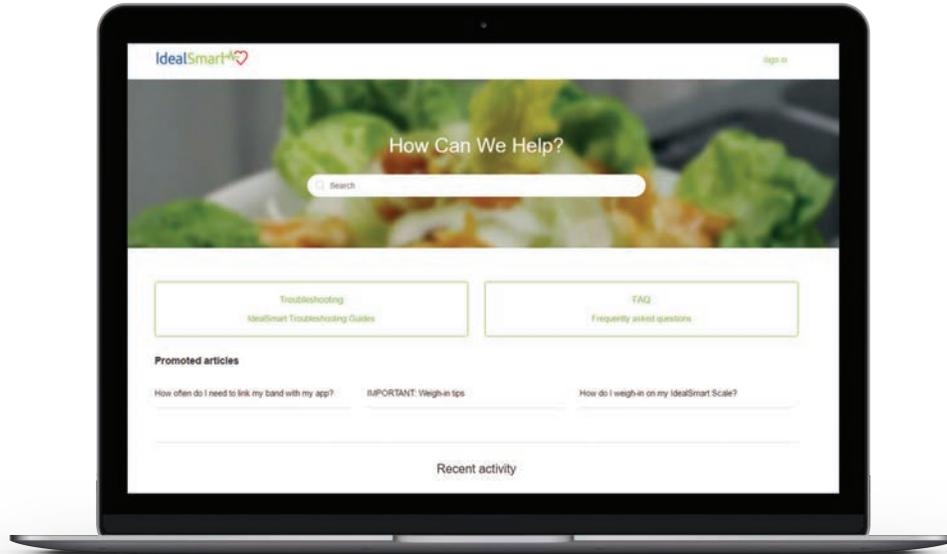
IDEALSMART WEB PORTAL

The IdealSmart Web Portal allows you easy access to your health information and supports your Ideal Protein transformation. It can be used in conjunction with the Mobile App or as a standalone tool to help track your progress with your coach.

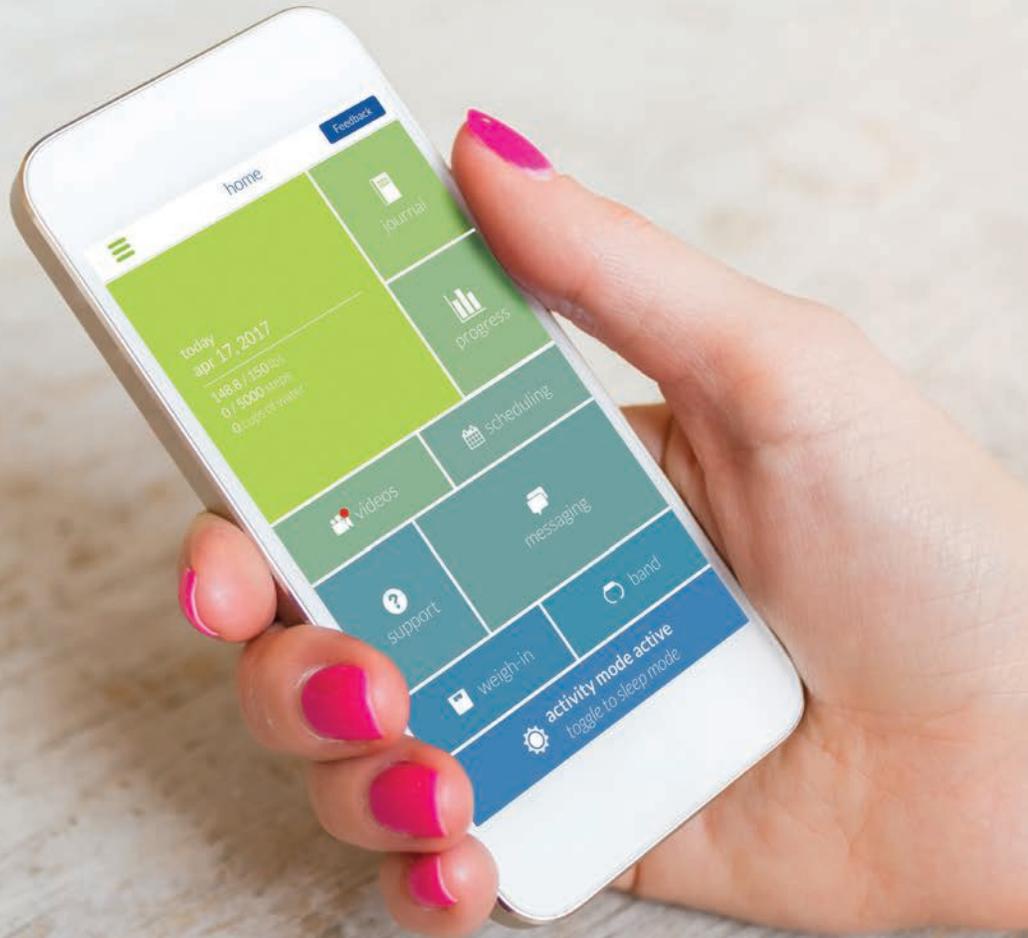
KEY FEATURES

- Mirrors most features of the Mobile App
- Easy to access User Interface via any compatible Web Browser
- Integrated Electronic Health Profile Form
- Access to useful metrics and reports on your progress
- Allows manual data entry of measurements and body composition





WEB PORTAL - FULL ONLINE SUPPORT
<http://support.idealsmart.com>



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DISCLAIMERS

The IdealSmart devices are intended for use by active participants in the Ideal Protein Weight Loss Protocol and are designed to be used with the IdealSmart App.

These devices come with limited warranties. Please go to my.idealsmart.com for further information.

These products are not intended for use for children under 10 years of age, professional athletes or those who exercise more than 10 hours per week, and people with a pacemaker or other internal medical device.

These products should not be used to diagnose or treat any medical condition.

These products comply with the FDA general performance standards and Health Canada guidelines for radiation-emitting products.

The IdealSmart Scale is not intended for use by women who are pregnant or may become pregnant.

SCALE CAUTION:

Slippery when wet. Supports weights up to 551 pounds / 250 kilograms.

REGULATORY COMPLIANCE

Scale



Band





idealsmart.com

Imported for Laboratoires C.O.P. Inc.
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idealprotein.com