SAMSUNG
HeartWise

User Guide

Contents

Customer Service

— **In case of a medical emergency** —

Dial **911** or go to the nearest hospital immediately.

For clinical questions:

- Physical issues or symptoms (non-emergency)
- Mental or emotional issues
- Questions about cardiac rehab, including care plan, exercises, and resources

KP Cardiac Rehab:

Monday – Friday 9:00 AM – 4:30 PM

Your case manager's contact information is provided in your program packet.

All other hours

KP On Call: 888-576-6225

For device questions:

- Phone app issues
- Watch issues
- Questions about your phone app or watch

Customer Service:

1-855-300-1980
1-703-433-8684

Introducing Samsung HeartWise

This user guide contains information on how to use the Samsung Gear S3 watch and the Samsung HeartWise phone app as part of the heart wellness program recommended by your doctor. Use this guide to understand how they work. Keep the guide handy so you can review the material as needed.

Watch

The Samsung Gear S3 watch is designed to be worn during the day and recharged at night while you sleep. You'll use it to track your heart rate when you exercise and report any symptoms you feel. Think of the watch as your exercise buddy, keeping a close eye on you and your heart.
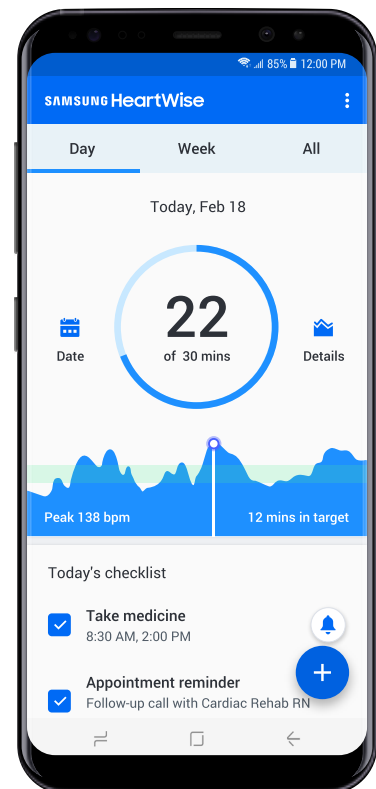
Phone app

The Samsung HeartWise phone app has 3 important features:

- Daily checklist of your tasks
- Exercise progress tracker
- Medication reminders

Consult the phone app every day. Check off your daily tasks as you complete them. Your case manager will monitor your information to keep track of your progress.
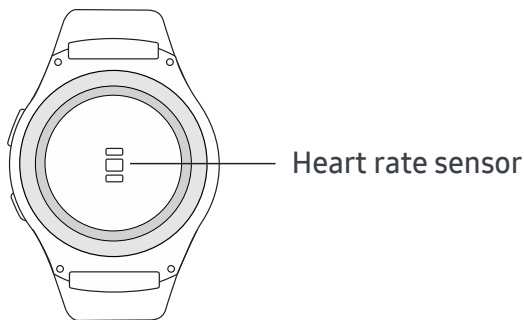
Getting to know your Samsung Gear S3 watch

- To turn on the Samsung Gear S3 watch, press and hold the Power/Home button until the screen lights up. You can also turn on the watch by raising your wrist to look at it.

- To save power, the watch screen turns off automatically after a few seconds.

Bezel ——— ——— Back button

——— Power/Home button

Front view

——— Heart rate sensor
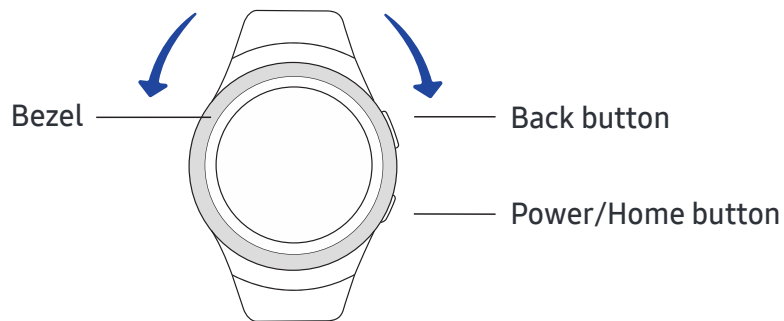
Back view

Troubleshooting:

The watch won't turn on.
Press and hold the Power/Home button until the screen lights up. If the watch still doesn't turn on, charge the watch and try again later. See "Charging your watch" on page 8.

Charging your watch

- Plug the smaller end of the cable into the back of the charging dock and the larger end into an AC outlet.

- Place your Samsung Gear S3 watch on the charging dock. A red light appears on the front of the dock while the watch is charging. The light will turn green when the watch is fully charged.

Charge dock (Back)

Charge dock (Front)

Red/Green light
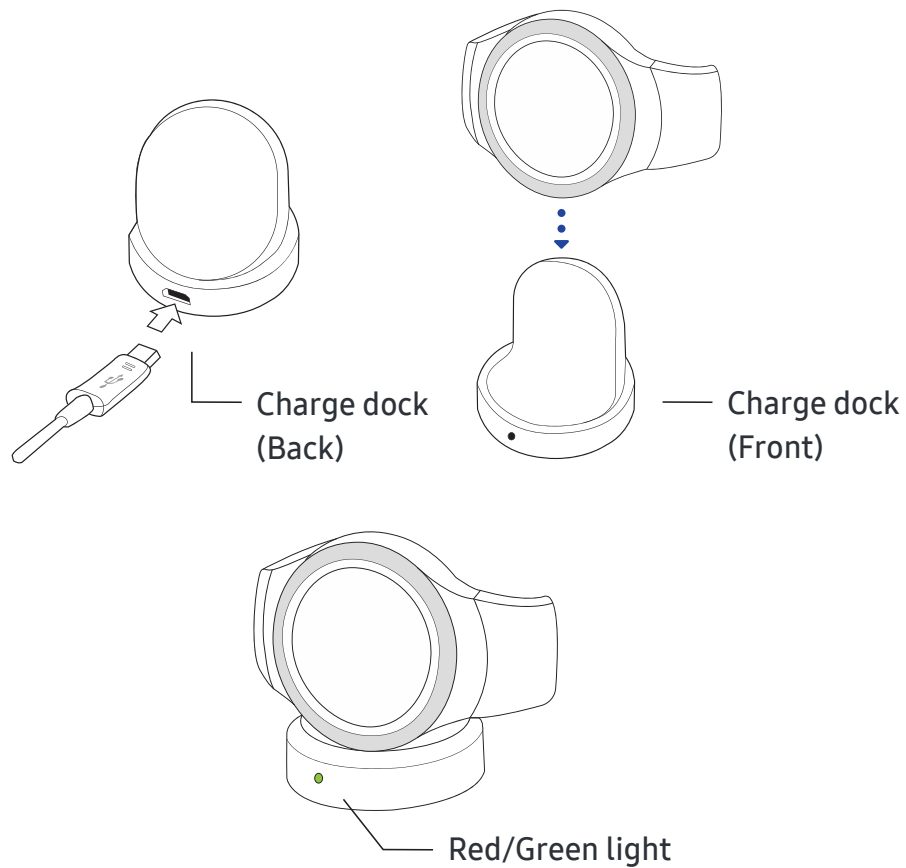
Tip:

Keep the dock plugged in at all times so that it's ready when you need it.

Checking your watch network connection

- Figure 1: Press the Power/Home button to turn on your watch.
- Figure 2: Use your finger to swipe down from the top to the bottom of the screen.
- Figure 3: When your watch has network connection, you will see the network signal indicator on the top left of the screen. At the bottom of the screen, you will see the network name.

Figure 1

Figure 2

Figure 3

Authenticating your watch

When using your Samsung Gear S3 watch for the first time, you need to get a PIN from the Samsung HeartWise phone app and enter the PIN on your watch. To get a PIN, install the Samsung HeartWise app on your phone and log in with your kp.org account. You'll need to enter a PIN on your watch if you haven't used both the Samsung HeartWise phone app and the watch for more than 7 days.

On the watch

- Figure 4: Press the Power/Home button to turn on your watch, then tap GO!
- Figure 5: You'll be asked to get a PIN from the Samsung HeartWise phone app.
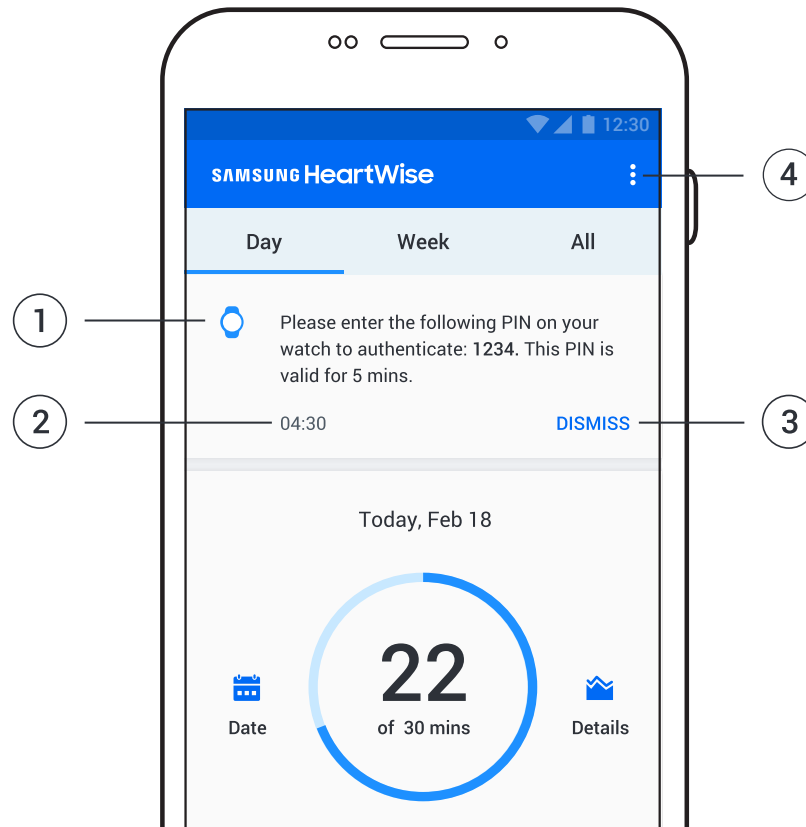
Figure 4

Figure 5

Welcome to Samsung HeartWise!

GO!

Retrieve your PIN in the phone application.

NEXT

Tips:

1. This process requires you to switch between your phone and watch, so have both devices with you.

2. Once you have authenticated your watch, try to use the watch and phone app every day.

On the phone

- Open the Samsung HeartWise phone app and log in with your kp.org account.
- Figure 6: After you've logged in, you'll receive a notification with a 4-digit PIN. The PIN is only valid for 5 minutes.

Figure 6

1. Notification with a 4-digit PIN
2. Time left to enter PIN
3. DISMISS button to close the notification
4. Get a PIN option under the More menu to request a PIN at anytime

Back to the watch

- Figure 7: Tap NEXT.

- Figure 8: Enter the 4-digit PIN you received in the phone app. The PIN is only valid for 5 minutes. If the PIN has expired, tap REFRESH to get a new PIN.

- Figure 9: If you entered the correct PIN, "Success" appears. You can start using your watch.

- If you entered the PIN incorrectly, you will be asked to enter the PIN again. After 3 unsuccessful attempts, you will need to get another PIN from the phone app and repeat this process.
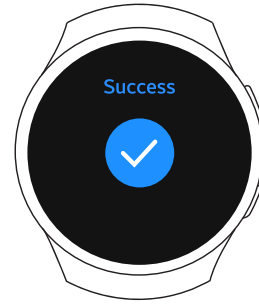
Figure 7

Figure 8

Figure 9

Troubleshooting:

I keep entering the wrong PIN.
Check the PIN in the your phone app to make sure you enter the correct 4 digits.

Measuring your exercise

Before you exercise

- Turn on your watch by raising your wrist or pressing the Power/Home button.
- Figure 10: Tap START to select the activity you are going to do.
- Figure 11: Swipe left or right, or turn the bezel, to view the activities. Tap to select an activity, then tap NEXT.
- Figure 12: Hold your arm still until your heart rate is detected.
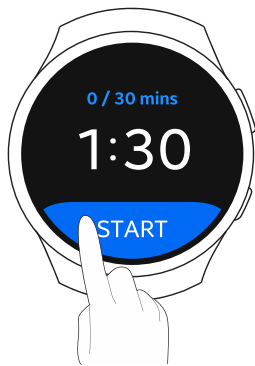
Figure 10

Figure 11

Figure 12

During your exercise

- Figure 13: Once your heart rate is detected, a countdown appears. Begin the exercise after the countdown is complete. Your target heart rate range will be shown in green.
- Figure 14-16: Swipe left or right to monitor your duration, number of steps, and distance.
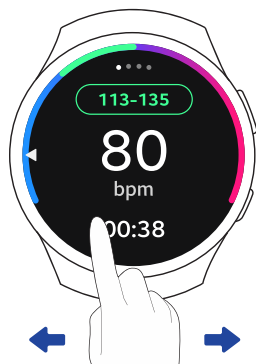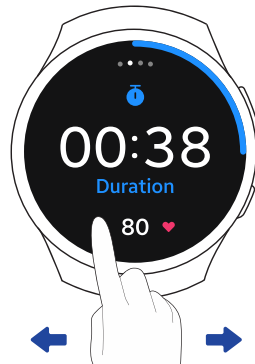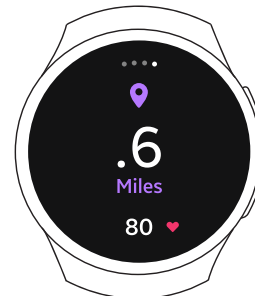
Figure 13

Figure 14

Figure 15

Figure 16

After completing your exercise

- Figure 17: Tap the screen to start the cooldown.

- Figure 18: Tap YES to begin a 5-minute cooldown. If you want to continue exercising, tap NO.

- Figure 19: Take 5 minutes to complete the cooldown.

- Figure 20: To set the Rating of Perceived Exertion (RPE), tap the "+" and "−" buttons or turn the bezel, then tap NEXT.

- Figure 21: To report the symptoms that you felt, swipe left or right, or turn the bezel, to view the symptoms. Tap to select one or more symptoms, then tap NEXT. Select None if you didn't experience any symptoms.

- Figure 22: The summary screen shows your peak heart rate and your heart rate range. Tap FINISH to complete the exercise session.
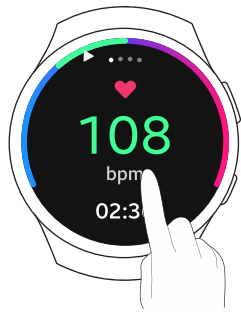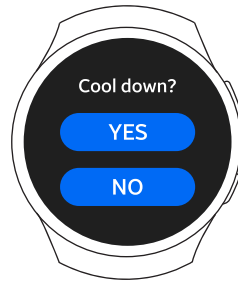
Figure 17	Figure 18	Figure 19
108 bpm 02:3	Cool down? YES NO	00:38 Cooldown 108

Figure 20	Figure 21	Figure 22
6 No exertion NEXT	Chest pain NEXT	108 FINISH

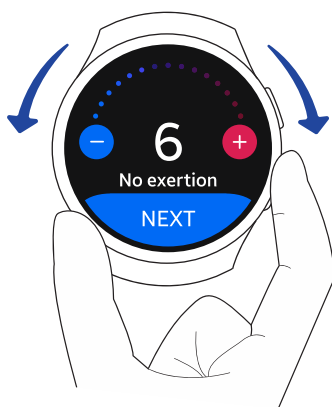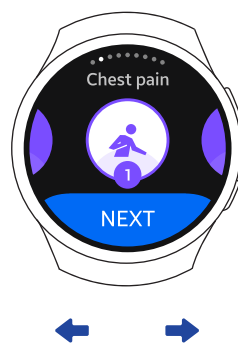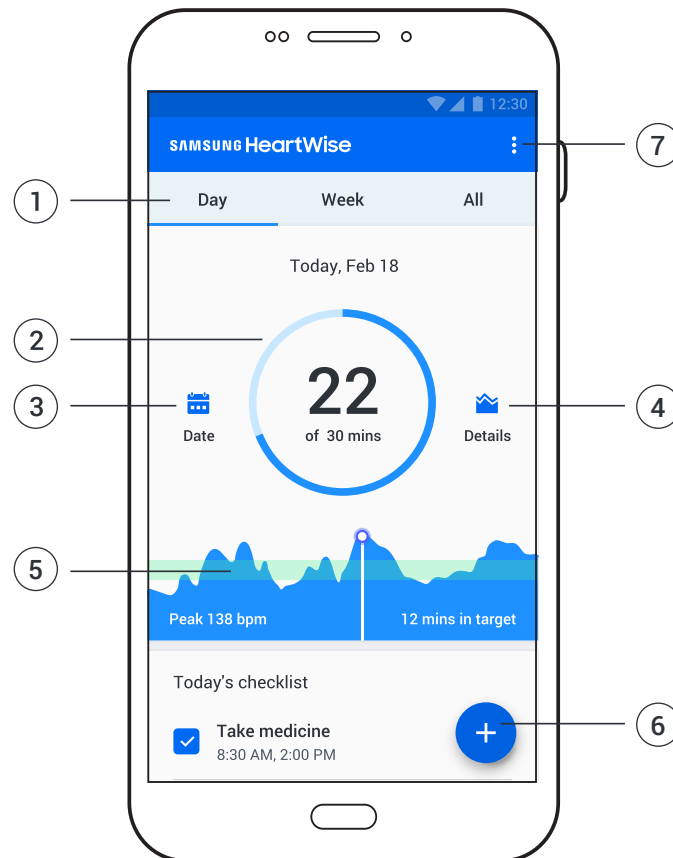**Troubleshooting:**

I entered the wrong information.
Press the Back button on the top right edge of the watch and enter the correct information.

Introducing the phone app

The Samsung HeartWise phone app is used with the Samsung Gear S3 watch to help you achieve better results during your rehabilitation.

Figure 23

1. The Day tab shows your progress for today. The Week tab shows your progress for the current week. The All tab shows your progress since the start of the program.

2. See the daily exercise goal set by your case manager and your progress throughout the day.

3. Tap Date to view data from a different day.

4. Tap Details to see details about today's exercise.

5. Review your heart rate graph throughout the day. The green area shows your target heart rate range set by your case manager.

6. Tap the "+" button to add exercise, weight, blood pressure, and blood glucose information.

7. Tap the More button to access Contact, Diagnostics, Get a PIN, and Tutorial options.

Using your daily checklist

Your daily checklist is set up for you by your case manager. It contains the things you need to do today or during the week.

Figure 24
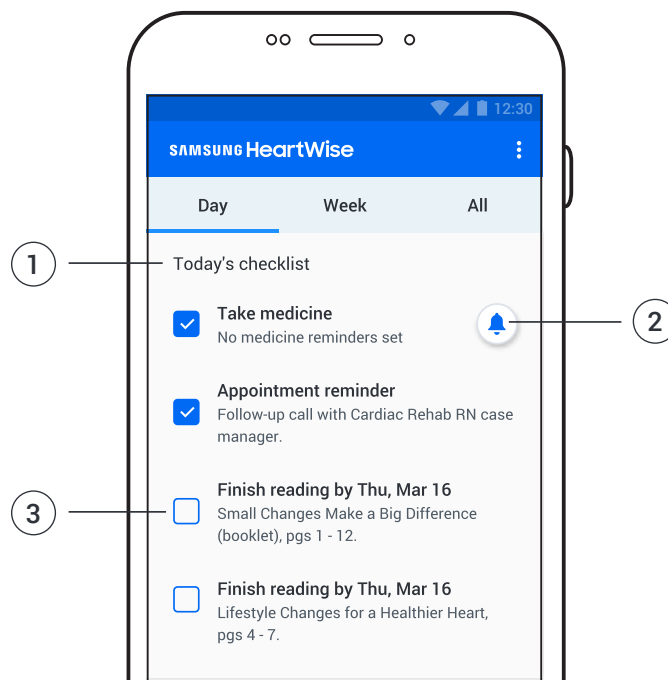
1. Today's checklist shows the things that you need to do.

2. Set medication reminders by tapping on the bell icon.

3. When you complete an item, tap to select the checkbox.

Tip:

Your checklist and survey responses are sent directly to your case manager, so be sure to respond to them daily. Try to be as accurate as possible. It's important for your overall wellness.

Troubleshooting:

I forgot to enter my information.
You can go back to enter and change information for the past 2 days. However, you can't add data or make changes to information entered before then.

Setting medication reminders

Medication may be an important part of your Samsung HeartWise program. You can set up medication reminders in the phone app. These reminders will appear on your watch.

- Tap the bell icon in the Today's checklist. (See the previous page)
- Figure 25: Tap ADD in the upper right.
- Figure 26: Tap each section and scroll vertically to set the hour, minute, and AM or PM; then tap OK.
- Figure 27: The reminder you set up will appear on the Alarm screen. Tap each day you want to receive the reminder.
- Figure 27: Tap the switch to turn the reminder on and off. Tap the Delete button to delete a reminder.
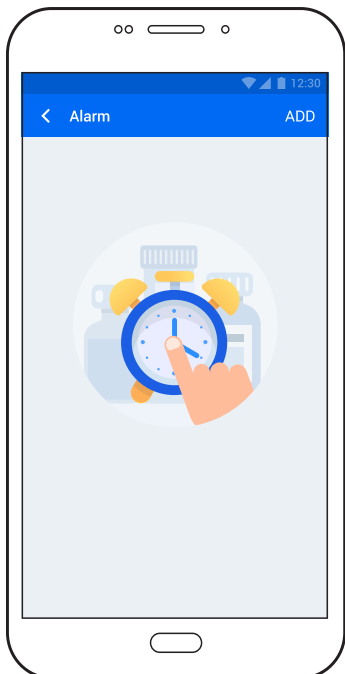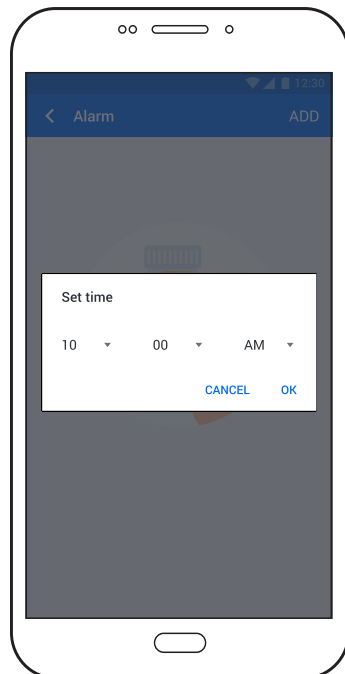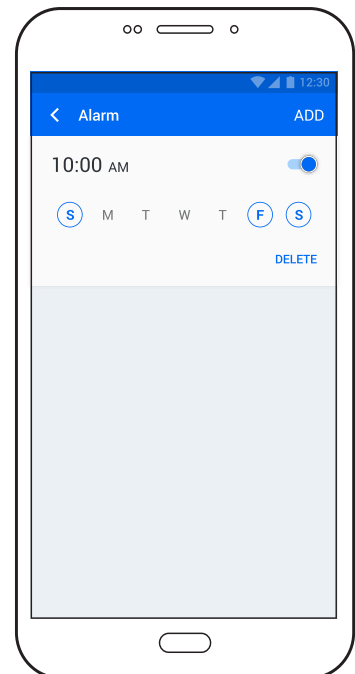
Figure 25
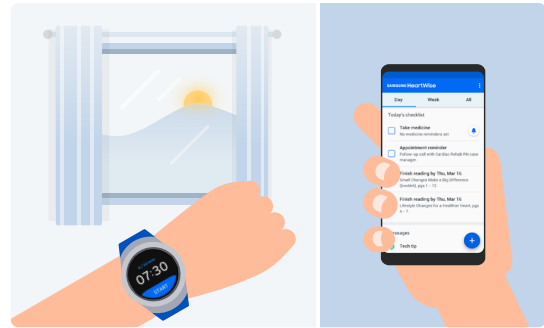

Figure 26

Figure 27

A typical day

To help with your rehabilitation, make a habit of wearing your Samsung Gear S3 watch and checking the Samsung HeartWise phone app every day.

When you wake up

- Put on your watch and wear it all day (except when showering or swimming).
- Review your daily checklist in the phone app for the things you need to do today and during the week.

During the day

- Use your watch to measure and track your exercise.
- Do the things on your checklist, read health tips, and answer surveys.
- Check off things on the list as you complete them.
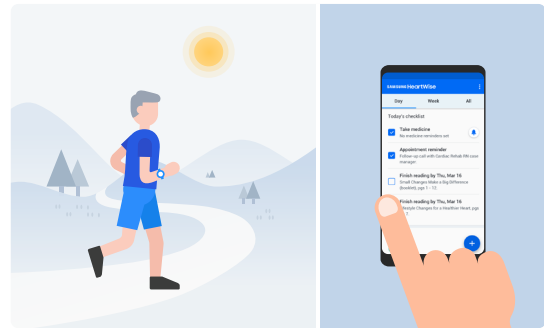
When you go to bed

- Recharge your watch overnight.
- Make sure your checklist is up to date.

Frequently asked questions

Watch

- **Q: My watch can't read my pulse.**

  A: Sometimes the heart rate sensor on your watch may not be able to find your pulse. This can be fixed by adjusting where you wear the watch on your wrist. If the wa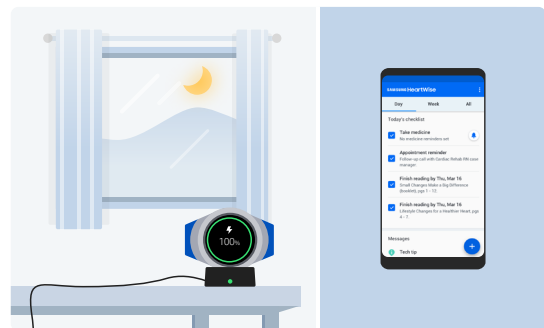tch is too close to your hand, your wrist bone can lift the back of the watch away from your skin. Try sliding the watch up your arm a bit (toward your forearm) so the back of the watch is flush against your skin. Tighten the watch so it fits snugly on your wrist. Excessive perspiration can also prevent a good reading. Dry your arm and try again.

- **Q: My watch doesn't turn on.**

  A: The Samsung Gear S3 watch is designed to turn on when you raise your wrist to look at it. You don't need to jerk your wrist – just raise it gently. You can also turn on your watch by pressing the Power/Home button. If neither of these methods work, your watch may have been powered off. Press and hold the Power/Home button for 3 seconds to turn it back on. If the watch still won't turn on, it may be out of battery power. Recharge the watch for 2-3 hours and try again. (See "Charging your watch" on page 8.)

- **Q: Should I wear my watch while I'm sleeping?**

  A: We recommend you wear the watch during the day and charge it at night while you sleep. That way, your watch will be fully charged to record your activity during the day.

- **Q: Can I get the watch wet?**

  A: The watch isn't waterproof, so don't swim, shower or bathe with it. However, it's water-resistant, so a sprinkle here or there (e.g. raindrops) is OK. Just wipe it dry with a clean cloth.

- **Q: Why do I sometimes see a really high heart rate on my watch even though I don't feel like I'm working out that hard?**

  A: The heart rate sensor on your watch may not be reading your pulse correctly. This can be fixed by adjusting where you wear the watch on your wrist. If the watch is too close to your hand, your wrist bone can lift the back of the watch away from your skin. Try sliding the watch up your arm a bit (toward your forearm) so the back of

the watch is flush against your skin. Tighten the watch so it fits snugly on your wrist. Excessive perspiration can also prevent a good reading. Dry your arm and try again.
Tip: You can always measure your pulse manually.

Phone app

- Q: **How do I review past data on my phone?**

  A: In the phone app, tap the "Date" icon just to the left of your exercise circle. (If you don't see it, make sure you're on the Day tab.) On the calendar page, select the day you want to review and tap OK. To see your data from the current week, tap the Week tab.

- Q: **How do I add exercises manually to my phone?**

  A: If you exercise without wearing the watch (e.g. water-based exercises or activities with vigorous arm movements), you can add the exercise to the phone app manually. Just go to your main screen, tap the blue "+" button in the lower right corner, then tap "Exercise" icon. You can add the start time, day, duration, peak heart rate, activity type, RPE, and symptoms.
  Tip: To find your peak heart rate when you're not wearing your watch, measure your pulse manually.

- Q: **If I miss a day, can I go back and add health data and answer surveys for that day?**

  A: You can add and change health data and answer surveys for the past 2 days. You can't add data or update information that was entered before then.

Online video tutorials

Short video tutorials on how to use the Samsung Gear S3 watch and the Samsung HeartWise phone app are available at the following web address:

http://www.samsung.com/heartwise

Watch tutorials

- Charging your watch
- Wearing your watch
- Finding your pulse
- Measuring your exercise
- And more

Phone app tutorials

- Logging in
- Using the smartphone app
- Tracking your progress
- Medication reminders
- And more

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For more tutorials, visit **http://www.samsung.com/heartwise**.