

# SAMSUNG HeartWise

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User Guide

The bottom of the page features several overlapping, wavy, light blue shapes that create a sense of movement and depth, resembling water or soft fabric. These shapes are layered, with some appearing in front of others, and they span across the width of the page.



# Customer Service

## In case of a medical emergency

Dial **9-1-1** or go to the nearest hospital.



### **For clinical issues:**

*KAISER PERMANENTE WILL  
PROVIDE INSTRUCTIONS*

- *Physical issues or symptoms  
(non-emergency)*
- *Mental or emotional issues*
- *Questions about exercising*

*Monday – Friday 9:00am – 4:30pm*

***KP Riverside Cardiac Rehab:  
951-353-4894***

*All other hours*

***KP on Call: 888-576-6225***



### **For device issues:**

- App issues
- Watch issues
- Questions about devices

***Call Customer Service:***

***xxx-xxx-xxxx***



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# Introducing Samsung HeartWise

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

## Samsung Gear S3 watch

The 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 during your exercise and report any symptoms you might feel. Think of the watch as your exercise buddy, keeping a close eye on you and your heart.

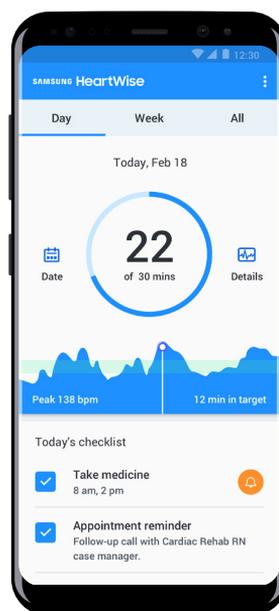


## The Smartphone app

The app has 3 important features:

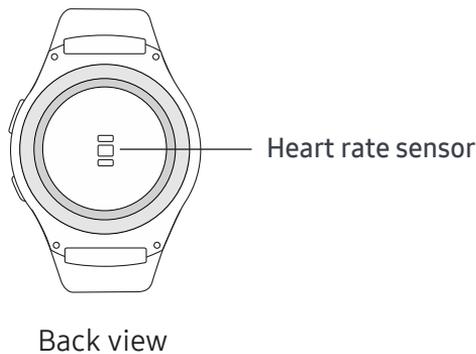
- A daily checklist of your tasks
- An exercise progress tracker
- Medication reminders

Consult your app every day. Check off your daily tasks as you complete them. Your case manager will monitor that information to keep track of your progress.



# Meet your Samsung Gear S3

- To turn on the watch, briefly press the Power/Home button. The clock is your home screen.
- The watch illuminates automatically when you raise your wrist to look at it. Or, you can press the Power/Home button.
- To save power, the watch face turns off automatically after a few seconds.



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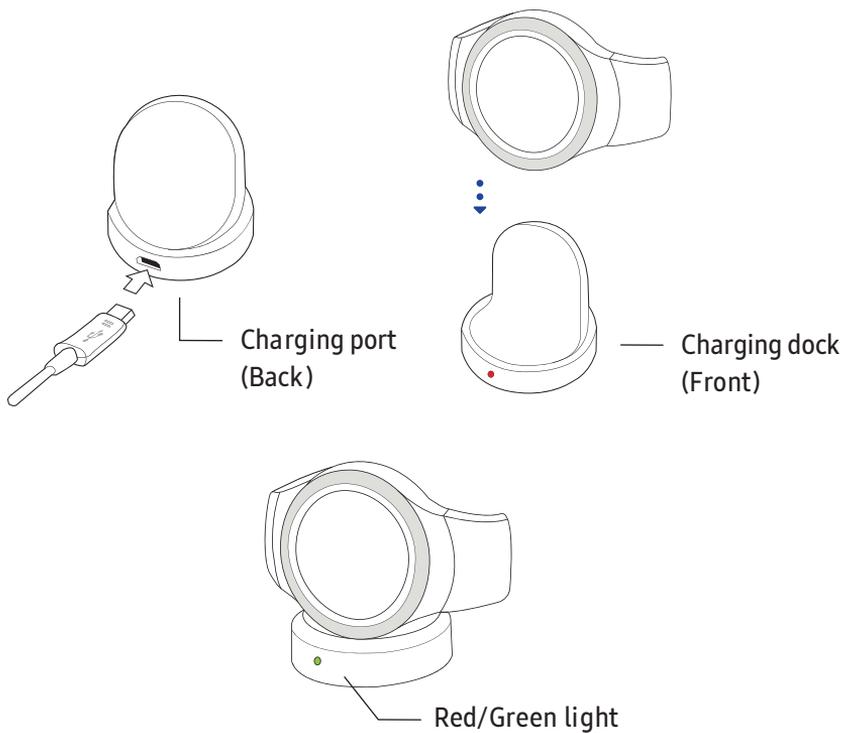
## Troubleshooting:

### ***The watch won't turn on.***

Press and hold the Power button and follow instructions.

# Charging your watch

- Plug the smaller end of the cable into the back of the wireless charging dock. Plug the other end into an AC outlet.
- Place the watch on the charging dock – a red light should appear on the front of the dock. When it turns green, the watch is fully charged.



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## Tip:

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

# Authenticating your watch

When using your Samsung watch for the first time, you'll need to enter a PIN. Your PIN will be sent to the Samsung HeartWise app on your phone. Authentication will also be needed if you haven't used the app on both your phone and watch for 7 or more days.

## On the watch

- Figure 1: Turn on your Samsung watch, then tap on GO! to begin the authentication process.
- Figure 2: You'll be asked to get a PIN from your phone using your app.

Figure 1



Figure 2



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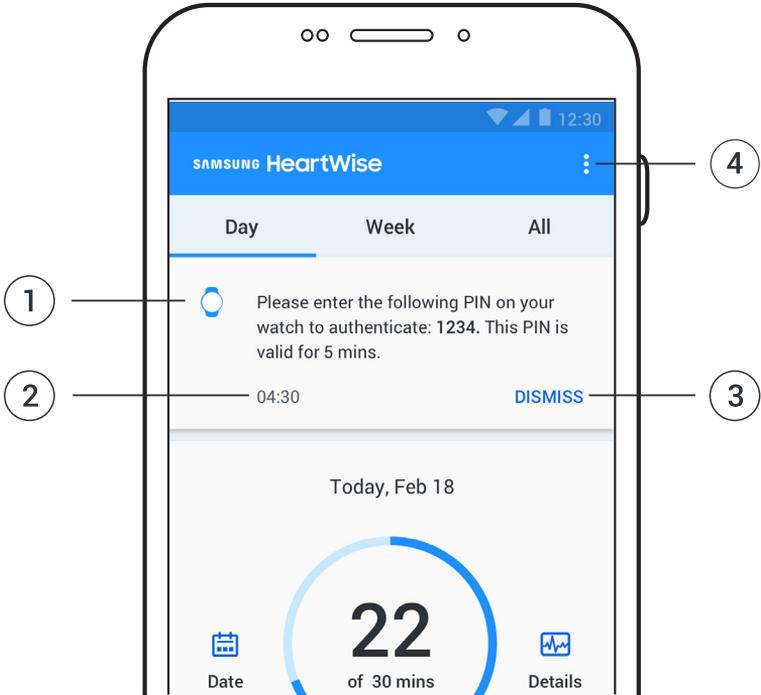
### Tips:

1. This process requires you to switch between your phone and watch, so it's recommended that you have both of them with you.
2. Once you authenticate, try to use the watch and app everyday.

# On the phone

- Open the Samsung HeartWise app on your phone, and log in with your Kaiser Permanente account.
- Figure 3: After successfully logging in, find a 4-digit PIN in the alert. The PIN is only valid for 5 minutes.

Figure 3



1. Alert with the authentication PIN
2. 5-min count down
3. Tap DISMISS to dismiss the alert
4. Menu – Get a PIN

**Troubleshooting:**

***What if I accidentally dismiss the PIN?***

Find Get a PIN option under the Menu icon. Tap on it to request a PIN anytime.

## Back to the watch

- Figure 4: tap NEXT.
- Figure 5: Enter the 4-digit PIN you received in the app on your phone. The PIN is only valid for 5 minutes.
- Figure 6: You will see “Success” after you enter the correct PIN. Then you can start using your watch.
- If you enter the PIN incorrectly, it will ask you to try again. After 3 failed attempts, it will take you back to Figure 4. You will need to repeat the process until you enter the correct PIN.

Figure 4



Figure 5



Figure 6



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### Troubleshooting:

#### ***I keep entering the wrong PIN.***

Check the PIN in the app on your phone to make sure you enter the 4 digits exactly.

#### ***The PIN expired.***

A new alert will notify you that the PIN has expired. You can tap REFRESH button to get a new one.

# Measuring your exercise

## Start exercising

- Turn on your watch by raising your wrist or pressing the Power/Home button.
- Figure 7: Tap the START button to start measuring your heart rate.
- Figure 8: Hold your arm still until your heart rate displays.

Figure 7



Figure 8



## Measuring your exercise

- Figure 9: Tap LET'S GO and start exercising. Your target heart rate range is shown in green.
- Figure 10: Swipe left to see duration, steps, and distance.

Figure 9



Figure 10



Figure 11



## After completing your exercise

- Figure 12: Tap on screen to start cool down.
- Figure 13: Tap YES to begin a 5-min cool down; tap NO to continue exercising.
- Figure 14: After 5 mins cool down, swipe left or turn the bezel to choose Activity, then tap DONE.
- Figure 15: Tap “+” and “-” icons or turn bezel wheel to set Rating of Perceived Exertion (RPE), then tap DONE.
- Figure 16: Swipe left or turn bezel wheel to choose all relevant Symptoms (or choose NONE), then tap DONE.
- Figure 17: Summary shows your peak heart rate and heart rate range. Tap FINISH to complete the exercise.

Figure 12



Figure 13

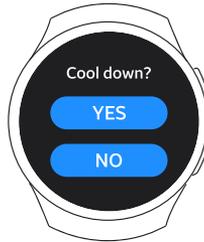


Figure 14



Figure 15



Figure 16



Figure 17



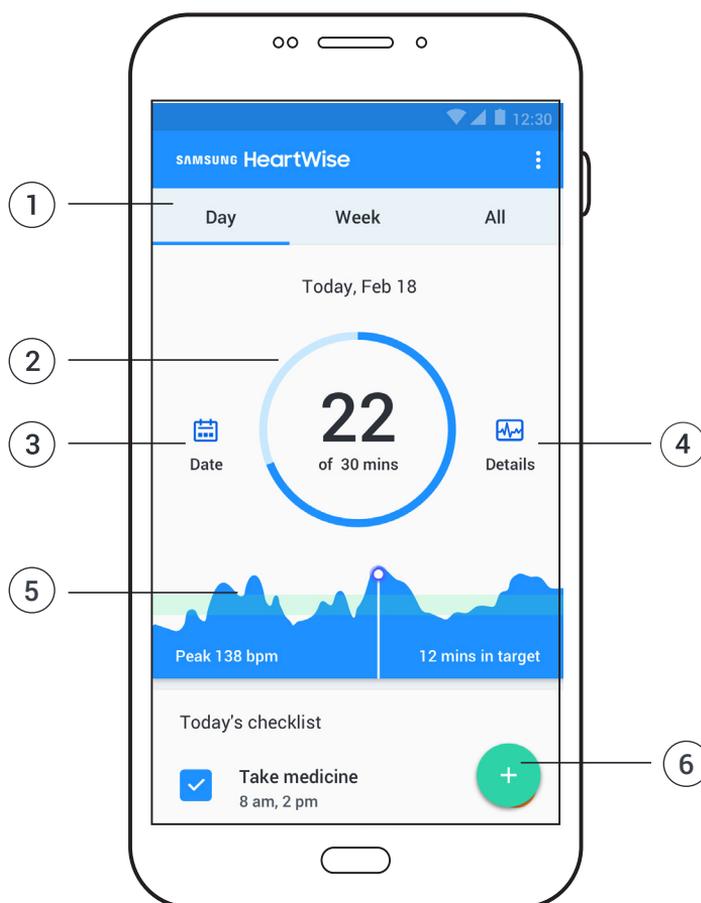
### Troubleshooting:

#### *I entered the wrong information.*

Press the back button on the edge of the watch and enter the correct information.

# Introducing the mobile app

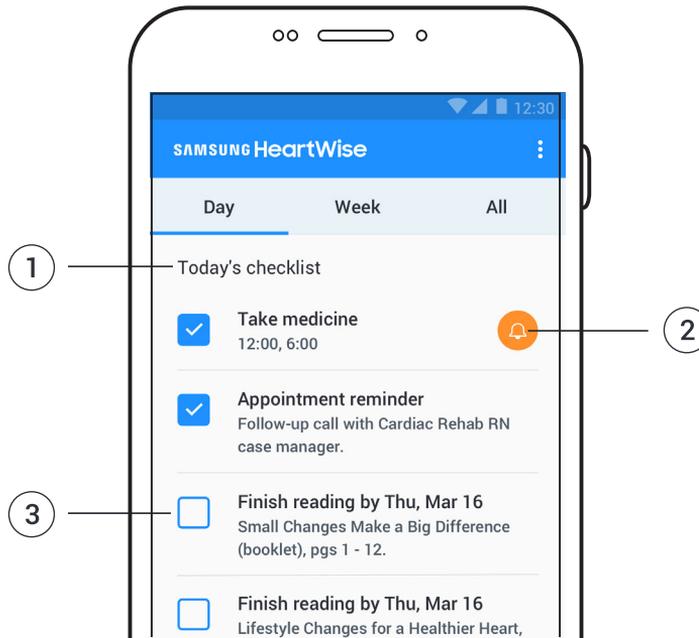
The Samsung HeartWise mobile app is used with the watch to help you achieve better rehabilitation results.



1. The Day tab shows today's progress. Tap the Week or All tab to review past data.
2. See your exercise progress and the daily goal set by your case manager.
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 as set by your case manager.
6. Tap the Add (+) button to add exercise, weight, blood pressure, and blood glucose.

# Using your daily checklist

Your daily checklist is set up for you by your case manager and contains the things you need to do on that day or within that week.



1. Today's checklist shows the things that you need to do.
2. Set medication reminders by tapping on the bell icon.
3. Select the checkbox when you've completed an item.

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## Tip:

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

## Troubleshooting:

### *I forgot to enter my information.*

You can go back and enter information for 2 days in the past. You can't make changes to the information earlier than that.

# Setting medication reminders

Medication may be an important part of your Samsung HeartWise program. You set up medication reminders within the app. Once the reminder is set up, notifications will also be sent to your watch.

- Tap the bell icon in Today's checklist. (see previous page)
- Figure 18: Tap ADD.
- Figure 19: Scroll vertically through hour, minute and AM/PM to set the alarm time, then tap OK.
- Figure 20: The alarm you set will appear in the list. Tap on the days you want the alarm to repeat.
- Tap on the On/Off switch to turn the alarm on and off. Tap the Delete button to delete an alarm.

Figure 18

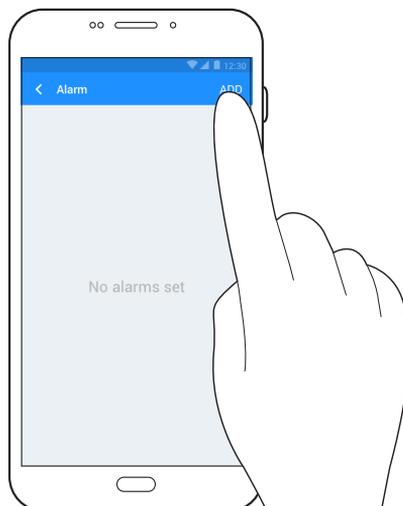


Figure 19

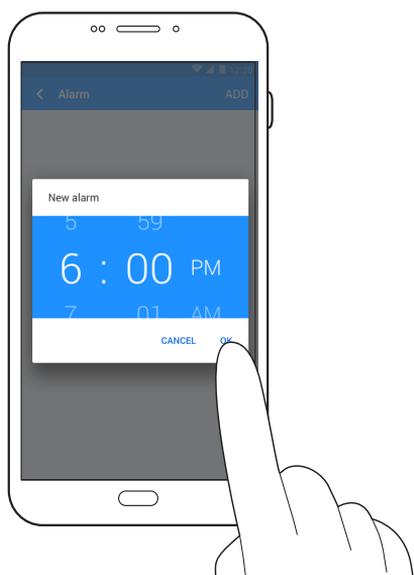
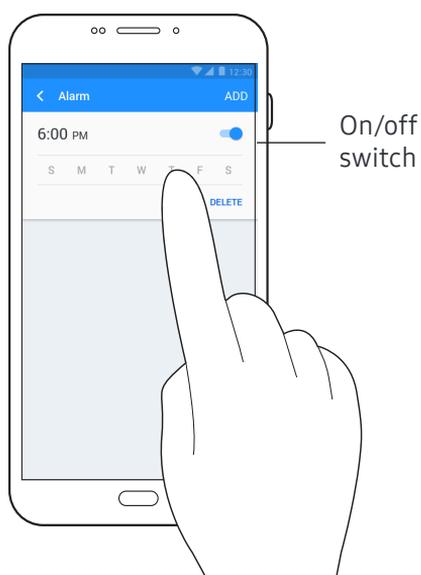


Figure 20

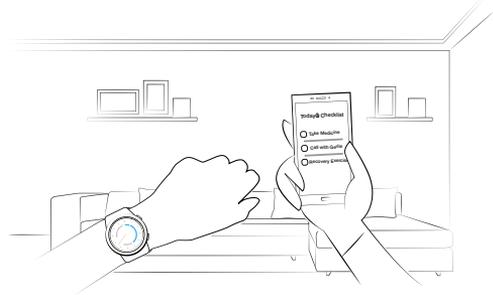


# Typical day

Make a habit of wearing your watch and checking the Samsung HeartWise app on your phone every day.

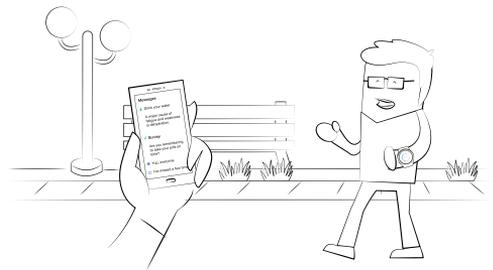
## When you wake up

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



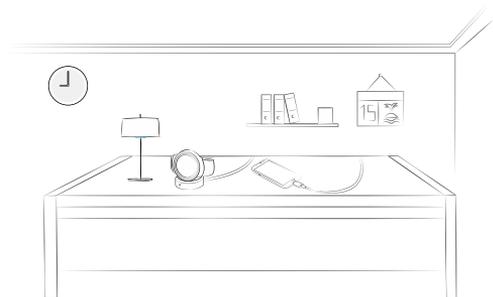
## During the day

- Use the watch to measure and track your exercise.
- Do the things in your checklist, read health tips, and answer surveys.
- Check off the things you've done in your checklist.



## When you go to bed

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



# After completing the program

When you complete the program, please return the watch to your cardiology department.

*KAISER PERMANENTE WILL PROVIDE INSTRUCTIONS.*

## ***Return the watch***

- *Drop it off at the location specified by Kaiser Permanente.*
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# Frequently asked questions

## Watch

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

**A:** Sometimes, the watch may not be able to find your pulse. This can be fixed by adjusting where on the wrist the watch is worn. If the watch is too close to your hand, the wrist bone can cause the back of the watch to lift 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's not too loose on your wrist. Excessive perspiration can also prevent a good reading. Dry your arm with a towel try again.

- **Q: Sometimes my watch doesn't turn on.**

**A:** The watch is designed to activate when you raise your wrist to look at it. You don't need to jerk your wrist – raise it gently. Or, you can press the Power/Home button on the watch. If neither of these methods work, your watch may be 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 7.)

- **Q: Why does the time on the watch change right after I turn it on?**

**A:** The watch turns itself off when you're not using it to save battery life. When you activate the watch (by raising your wrist or pressing the Power/Home button) the watch immediately adjusts itself to the correct time.

- **Q: Should I wear the 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, the watch can record your activity over the course of a day and be fully charged for the following day.

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

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

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

**A:** Sometimes, the watch may "spike" (show a drastic increase in heart rate) even though your heart rate isn't actually that high. This usually happens you're doing an activity where your arms are moving quickly (e.g. running, calisthenics, kickboxing, aerobic dance). If this happens, try holding your arm still for a moment and let the watch find your pulse again. Tightening the wristband can also help. If you're still getting high or low readings, try doing these activities without wearing the watch. Then take a measurement just after you finish. You can always add the data manually on the phone later.

- **Q: The watch seems to be performing sluggishly. What should I do?**

**A:** If the watch responds slowly or freezes, turn it off and back on again. Press and hold the Power/Home button for 3 seconds and tap Power off. Press and hold the same button to power back on. All your health data will be saved on the watch.

## Samsung HeartWise app

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

**A:** On the 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. Alternatively, you can tap on the “Week” tab at the top of your main page and see the last 7 days’ worth of data. Tap on the pie slice to choose the day you want to view.

- **Q: How do I add exercises manually on the phone?**

**A:** If you exercise without wearing the watch (e.g. water-based exercises or activities with vigorous arm movements), you can still add it on the phone manually. Just go to your main screen, tap on the green plus sign in the lower right corner, then tap Exercise. You can add the start time, day, duration, peak heart rate, activity type, RPE, and symptoms. Tip: To find your peak heart rate without the watch, measure your pulse manually.

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

**A:** You can add health data and answer surveys up to 2 days in the past. Beyond that, you won’t be able to update the information.

# Online video tutorials

Short video tutorials on how to use the watch are available on desktop and mobile.

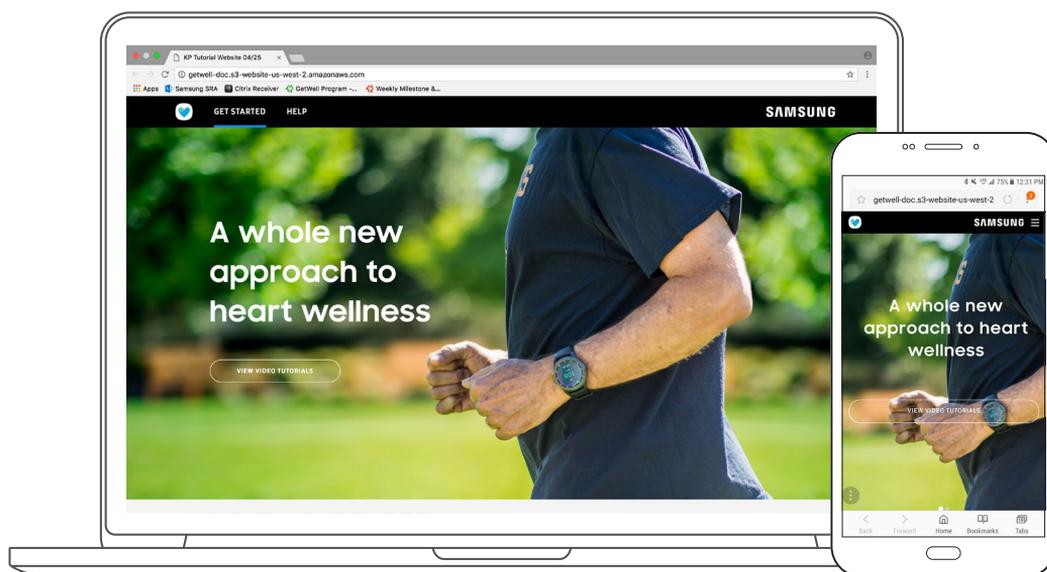
[\*www.cardiacrehab.com\(TBD\)\*](http://www.cardiacrehab.com(TBD))

## Watch tutorials:

- *Watch overview*
- *Finding your pulse*
- *Measuring your exercise*
- *Reporting your activity*
- *And more*

## App tutorials:

- *Cardiac Rehab app overview*
- *Download the app and login*
- *Today's checklist*
- *Medication reminders*
- *And more*







If you have questions on this document,  
contact us at 800-556-7677.

For more tutorials, visit [www.cardiacrehab.com](http://www.cardiacrehab.com) (TBD)