

Frequently Asked Questions

What is UP? What does it do?

UP® is not just an activity tracker—it's a revolutionary, integrated system that incorporates advanced hardware, sophisticated algorithms, data science, engaging applications, API partners and cutting edge material and design.

Through an in-depth analysis of your eating, activity and sleep patterns, UP® is able to intelligently understand you, helping you make better choices to achieve your goals smarter and faster.

The UP® System gets to know you over time using its advanced sensors and sophisticated algorithms. UP collects and crunches your data and relays customized results to you in the form of progress reports and feedback as well as motivating messages. UP guides you every step of the way to a better, healthier you.

What is resting heart rate?

Resting Heart Rate measures the number of heart beats per minute when the body is at complete rest. It is most accurately measured moments before you wake up. By measuring Resting Heart Rate, a daily baseline is established each day that is unique to you.

Learn more at Jawbone's [blog post about Resting Heart Rate](#).

What is Passive Heart Rate?

Passive Heart Rate is captured throughout the day in moments when you are still. Passive Heart Rate helps you become aware of how factors such as caffeine, stress, and other stimuli can affect your heart each day.

What is a good heart rate and why does it matter?

The Mayo Clinic suggests a Resting Heart Rate of 60bpm to 100bpm for adults. However, your number is also unique to your lifestyle, genetics, gender and age. A lower Resting Heart Rate is considered healthier, indicates more energy and metabolic efficiency, but it is important to remember that “lower” is relative to your individual standard.

Passive Heart Rate, combined with Resting Heart Rate, gives you a more complete picture of your heart health. When compared to the unique baseline of your Resting Heart Rate, your Passive Heart Rate can help you be aware of and potentially avoid the negative factors that can

impact your heart health. Smart Coach will learn about your heart rate over time and help reflect on ways to improve.

How does UP4 measure my heart rate?

UP4 uses bioimpedance sensors to capture your heart rate. The sensors measure the resistance of skin tissue to tiny electric currents. This enables the capture of a wide range of physiological signals, including your heart rate.

Is it safe?

Yes! UP4™ can be worn 24/7, during wake and sleep.

How Does UP4 Track My Movement?

The UP4™ band use a precision motion sensor and powerful algorithms to passively track and quantify your activities, distance, calories, active time, and idle time. The UP® App then calculates calories burned based on your age, gender, height and weight, along with activity intensity and duration.

Will It Work If I Cycle, Do Yoga, Or Other Non-step-based Workouts?

The UP app allows you to log the duration and effort level of a variety of different workout types, so you get credit and estimated caloric burn for non-step-based activities. Additionally, the UP band has a Stopwatch mode that lets you "tag" the start and end of your activity. Once you've synced your band, you can enter the details of your workout.

Additionally, the UP4™ band has built-in predictive algorithms (using information like your weight and height applied to steps per second from the accelerometer input) that can learn over time and differentiate types of activity and automatically log those activities. Because UP4 learns the unique ways that you are active, you'll receive more precise and personalized insights, as well as a more accurate view of your caloric burn.

How Do I Enter Stopwatch Mode?

The Stopwatch mode is a feature that allows you to "tag" the start and end of your activity. For UP4™ you can enter Stopwatch mode from inside the app on your phone.

Open your app and press the tracker icon in the top right corner and select Stopwatch. On the next screen you will see a button to Begin or End Stopwatch mode. After you have completed your activity, press the button to End Stopwatch mode.

How Does UP4 Track My Sleep?

UP4 uses bioimpedance sensors to automatically track your sleep and measure heart rate, respiration rate, body temperature, galvanic skin response as well as an accelerometer to detect four distinct stages of sleep: Wake, REM, Light and Deep.

How do I put my band into sleep mode?

Your tracker will automatically track and log your zzzs so you can easily understand your sleep duration, quality and stages of sleep the next day.

You can still manually put your tracker into sleep mode through the UP® App, which will give you additional information, such as the time it took for you to fall asleep.

To start sleep mode manually, tap on the band icon on the upper right corner of your homescreen in the UP® App. Tap Sleep Tracking and then tap Start Sleep. To end the sleep mode manually, return to the Sleep Tracking screen and tap End Sleep. When you change modes, the corresponding icon will flash and the band will vibrate.

How Does Up Track What I Eat, And Where Do The Nutrition Guidelines Come From?

We've made tracking what you eat or drink quick and easy, with the flexibility to go as light or deep as you want. This can be as simple as using a photo or using the in app barcode scanner to capture all of the information in a nutrition label.

What Is A Smart Alarm™ And How Does It Work?

The Smart Alarm™ is a great way to wake up feeling refreshed. Set as many as four alarms from the app on your phone. UP4™ analyzes your sleep cycle to wake you with a gentle vibration, at the most ideal time within a 10-30 minute window, or an exact time you specify.

What Is An Idle Alert™ And How Does It Work?

Idle Alert is a great way to remind you to get up and move. You can set an Idle Alert within the UP® App and the band will vibrate gently if you've been inactive for a period of time. You can also set custom reminders for bedtime, workout, medicine and other custom activities. These reminders work in much the same way as the idle alert—with a gentle buzz on your wrist, and can be set from within the app.

How do i set up my UP4 for payments?

To set up your American Express® Card and manage payments, visit the Payments section in the right menu of the UP® App.

Where and How to Use

1. Use your UP4™ band to pay in store, wherever American Express® contactless payments are accepted. For a selection of merchants that accept contactless payments, visit <https://www.americanexpress.com/us/content/tap-to-pay/index.html>.
2. When in store, look for the contactless symbol on the payments terminal.
3. The payments chip is located near the clasp of your UP4™ band. It is indicated by a raised contactless symbol.
4. To pay, hold the contactless symbol on your UP4™ band flush with the contactless symbol on the payments terminal.
5. You will either hear a beep, see a light or the cashier will tell you when the transaction is complete.

Where can I use UP4 for payments?

Payments capabilities are available to US customers that are American Express Card Members with an [americanexpress.com](https://www.americanexpress.com) User ID and Password and have an eligible American Express US Consumer or Small Business Credit or Charge Card issued in the US. Once connected, you can use your UP4 band to pay at merchants that accept American Express contactless payments. To pay, just tap the contactless symbol on the bottom strap of your UP4 on the contactless reader.

Is paying with UP4 safe?

Yes, your purchases are covered by the same service, protections, and benefits that you currently enjoy with your American Express Card. In addition, the payment information associated with your UP4 band is designed to have a separate and unique number from your plastic Card called a “Digital Account Number.” Even if you lose your UP4 band, you can remotely suspend or disable the payments feature from the UP app and you will not need to replace your plastic Card.

What if my UP4 is lost or stolen?

If you believe your UP4 has been lost, you can quickly disconnect your Card by tapping “Manage” and “Disconnect” in the Payments section of the UP app. If your UP4 is stolen, please disconnect your Card in the UP app and contact the number on the back of your American Express Card.

What Are The Sensors In The UP4™ Multi-sensor Pack?

There are four sensors that make up the multi-sensor pack:

- Bioimpedance - Resting Heart Rate, Respiration Rate, and Galvanic Skin Response
- Accelerometer

What Is Bioimpedance? And How Is It Different From What Other Trackers Use?

Bioimpedance is a type of sensor that measures the resistance of bio tissue (skin, ligaments, muscle, etc.) to tiny electrical signals. Because of changes in resistance with blood flow, it is able to measure heart rate, respiration rate and galvanic skin response.

Other sensors, such as optical sensors, have limitations to what they can detect. Bioimpedance sensors tell you more, with precision. Given their powerful capabilities, bioimpedance sensors are small and amazingly efficient, allowing UP4™ to have the smallest form and longest battery life of any advanced fitness tracker on the market.

How Should I Wear My Band And Which Wrist Should I Wear It On?

The UP4™ band has an adjustable clasp so it can fit almost all wrist sizes. It should be worn on your non-dominant wrist with the sensors side of the strap on the thumb side of your wrist. This allows the UP4™ tracker to pick up the most consistent signal and provide the best quality reading.

Is It Water Resistant? Can I Wear It Swimming?

Your UP4™ band is rain, splash, sweat, and shower-resistant, but you should remove your UP4 before swimming, surfing, or exposing to other extreme conditions and activities like saunas and steam rooms. Do not submerge your UP4 in liquids, including hot tubs or baths, at any time.

What Is The Band Made Of?

The UP4™ wristband is encased in medical-grade, hypoallergenic rubber. It is smooth, flexible and completely latex-free. Inside, the band contains sophisticated technology — a processing core, battery, vibration motor, sensors and memory — so treat your band with care and avoid unnecessary bending.

The top and bottom casings are made of anodized aluminum.

Does the UP4™ device contain nickel?

All Jawbone products are produced under strict quality assurance and quality control procedures that surpass both European and International legislations and standards for consumer products, in particular the EN1811 standard for nickel release. The UP4™ casing is made of anodized aluminum and contains less than 0.5% nickel. When the device is worn on the wrist, the bottom casing does come into contact with the skin. Those who are severely allergic to nickel may experience some irritation when wearing UP4™.

How Do I Clean My Band?

Clean the exterior of your band with Isopropyl Alcohol or alcohol-based sanitizer applied to a cloth or cotton swab.

How Long Does The Battery Last? How Do I Charge It?

UP4™ has up to 7 days of battery life. The UP4 band comes with a USB charging cable. To charge your UP4 band, remove it from your wrist and place the band on the magnetic charger.

How Does Up Sync?

The UP4™ band was designed to wirelessly sync your data using Bluetooth® Smart.

What Devices Are Compatible With Up?

Check out the current [UP device compatibility list](#).

How Do I Get The App?

The UP® app is available for free in the [App Store](#) and [Google Play](#).

What data is stored on my tracker, in the app, or on my phone? What if I want to delete my data?

Your tracker will store up to nine months of movement and sleep data. You can delete any activity or sleep tracked in the band via the Help screen in the app. Performing a hard reset of the band will also erase all data from your band. Once synced, your data is stored in the Cloud so you can access your data anywhere, though the app will cache your most recent data to improve performance.

Is Up Connected To Facebook Or Twitter? Can I Share My Up Data Through My Existing Social Networks?

The UP® App allows you to share your experience in a number of fun ways. You can post your move, sleep, eat summaries through Facebook and Twitter. You can share your favorite insights with people via text, email, or Facebook. And through the UP App, you can even create a team of your friends and family so you can share your progress, challenge each other, or cheer each other on. You can connect with friends who use UP through your address book, Facebook and Twitter contacts, or by email lookup, and then choose what information is shared with them within the UP App. Only your name and profile image are publicly searchable in the UP® directory.

How Does Jawbone Protect My Privacy?

Jawbone believes your data belongs to you. We take the responsibility of protecting your data and privacy seriously. You must accept a friend request in order for any of your data to be shared, and you can also choose what information is shared. You can read more about our data [privacy policy](#).