

Bi-LINK

health management

Frequently Asked Questions
Version 1.1

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1. What is Bi-LINK & How to use it

What is Bi-LINK

Bi-LINK is a health management platform which helps you track, understand and manage your vital health parameters.

You can upload data from most of OMRON medical devices by installing the Bi-LINK Gateway Software or you can begin tracking right away by inserting information manually.

Which devices connect to Bi-LINK?

MODEL	DEVICE	PRODUCT CODE	CONNECTION
M6 Comfort IT	Blood Pressure Monitor	HEM-7322U	USB cable
M3 IT	Blood Pressure Monitor	HEM-7131U	USB cable
MIT Elite Plus	Blood Pressure Monitor	HEM-7301-ITK	USB cable
M10IT	Blood Pressure Monitor	HEM-7080IT	USB cable
708-BT	Blood Pressure Monitor	HEM-7081IT	Bluetooth
705IT	Blood Pressure Monitor	HEM-759	USB cable
RS8	Wrist Blood Pressure Monitor	HEM-6310F	NFC tray
R7	Wrist Blood Pressure Monitor	HEM-637	USB cable
Walking Style Pro 2.0	Step Counter	HJ-322U	integrated USB
Walking Style Pro	Step Counter	HJ-720IT	USB cable
CM 206BT	Body Composition Scale	HBF-206IT	Bluetooth
A3 Pro	Blood Glucose Monitor	HGM-111	USB cable

Can I also upload data from other brands to BI LINK?

OMRON guarantees accuracy of data measurement. Bi LINK is created to maximize your use of your OMRON devices. It is not possible to connect devices from other brands

Which health parameters can I manage with Bi-LINK?

- Blood Pressure Level & Pulse Rate
- Blood Glucose Level
- Activity: (Aerobic) Steps, Calories & Fat Burned, Distances
- Body Composition: Weight, BMI, Fat & Visceral Fat percentage, Skeletal Muscle, Resting Metabolism

*Please note that the parameters recorded on your Bi-LINK account are limited to the ones that are uploaded from your device. If your device does not include one of the parameters above, the data will also not be recorded in your account.

Which web browser can I use Bi-LINK on?

Bi-LINK is designed and tested to work with Internet Explorer, Safari and Chrome. Bi-LINK will work with other web browsers but they have not been quality tested by OMRON

Can I access Bi-LINK on my smartphone?

Bi-LINK is a web platform so can also be accessed through the web browser on your mobile phone to view data, join plans and track your progress. Additionally you can

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use the Android Gateway application (available in the Google Play store) to upload data from the RS8 wrist blood pressure monitor to Bi-LINK using your NFC-enabled Android device.

2. Creating a User Account

I'm not so technical- is it easy to install?

Yes, there are only 2 simple steps to install Bi-LINK

- 1) Register with Bi-LINK to create a new account
- 2) Install the gateway software, which makes it possible to upload data from your OMRON device to your Bi-LINK account.

How do I create a Bi-LINK account?

To create a Bi-LINK user account, go to: www.bi-link.omron.com and Register a new user. Fill in all the information and, once you agree with Terms & Conditions, you will automatically log into your newly created account

Can more than one person use the same Bi-LINK account?

Bi-LINK accounts are designed for individual users, we strongly recommend each user to create his/her own account in order to have a clear overview of personal results. It is possible to upload data from a single device to more than one account (for example User A to one account and User B to another account)

What happens if a second person wants to use Bi-LINK, does he need to download Gateway software again?

If Gateway is already installed on your computer and a second person wants to use Bi-LINK, he/she can simply create a new account by clicking on Bi-LINK Gateway button and "create new account", no additional software download is needed.

What do I have to consider if 2 people use Bi-LINK?

Make sure that when you take measurements, your device is set to the correct person (user A or user B). Always ensure that the correct user is logged in to Bi-LINK before uploading data.

If my data is online, is it really secure?

All your data is securely stored in your personal account and can only be accessed with your username and password, so keep this information safely stored!

How can I change the language?

Bi-LINK is available in English, French, Italian, Spanish and German. Just as with websites such as google, Hotmail etc. Bi-LINK appears in the language of your web browser. If you wish to change the language in which you view Bi-LINK simply change the language setting in the preferences menu of your web browser.

Is there someone I can contact for help

To receive support on Bi-LINK questions please use the 'contact; button on the Bi-LINK web page. This allows you to send an email directly to the customer support representative in your country.

3. Connecting your device to Bi-LINK

How can I upload data from my OMRON device?

You can upload your data from selected OMRON connectable devices. Depending on the device you are using, please follow the respective instructions:

How to connect....

Blood Pressure Monitor M3IT, M6 Comfort IT or M10IT

1. Click on 'add new device' on the Bi-LINK gateway and select the M6 Comfort IT or M3 IT from the list of devices
2. You will be prompted to select either User A or User B. Select the user that corresponds to the user that you have selected on the device. (you only need to do this for the first upload)
3. Connect the blood pressure monitor to your computer using the USB cable provided.
4. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data.
5. Press the memory button on the device to prepare for data transfer.
6. When the automatic driver installation is complete, go to Bi-LINK Gateway and click on 'Start Upload'. The Gateway system will read the data from the device and transfer to your Bi-LINK account.
7. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect....

Blood Pressure Monitor RS8

1. Click on 'add new device' on the Bi-LINK gateway and select the RS8 Blood Pressure Monitor from the list of devices
2. You will be prompted to select either User A or User B. Select the user that corresponds to the user that you have selected on the RS8 device. (you only need to do this for the first upload)
3. Connect the Near Field Communication (NFC) tray to your computer via the USB cable
4. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
5. When the automatic driver installation is complete, place the RS8 blood pressure monitor on the NFC pad. Make sure the x of the device is placed on the X on the NFC tray.
6. Press the memory button on the device to prepare for data transfer.
7. Go to Bi-LINK Gateway and click on 'Start Upload'. The Gateway system will read the data from the RS8 device and transfer to your Bi-LINK account.

8. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect....

Blood Pressure Monitor R7

1. Click on 'add new device' on the Bi-LINK gateway and select the R7 from the list of devices
2. Connect the R7 USB cable to your device and to the USB port in your computer
3. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. Press the M button until the reading appears on your device display.
5. Go to Bi-LINK Gateway, select your device and press 'start upload' button. While the data is being uploaded 'communicating' appears on display.
6. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect...

Blood Pressure Monitor MIT Elite Plus

1. Click on 'add new device' on the Bi-LINK gateway and select the MIT Elite Plus from the list of devices
2. Connect the MIT Elite Plus USB cable to your device and to the USB port in your computer
3. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. Press the 'M' button on your device to display last measurement.
5. Go to Bi-LINK Gateway, select your device and press 'start upload' button. Whilst data is being uploaded 'animation is shown'.
6. After successful upload, continue reading your measurements by clicking 'review data'.

How to connect....

Blood Pressure Monitor 705IT

1. Click on 'add new device' on the Bi-LINK gateway and select the 705IT from the list of devices
2. Connect the 705IT USB cable to your device and to the USB port in your computer
3. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. Press the memory button on the device to prepare for data transfer.

5. Go to the Bi-LINK Gateway, select your device and press 'start upload' button.
6. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect....

Step Counter Walking Style Pro 2.0

1. Click on 'add new device' on the Bi-LINK gateway and select the Walking Style Pro 2.0 from the list of devices
2. Remove top cover of the device. The USB port is an integrated part of the device. Connect the device to the USB port on your computer. When placed correctly a connection-symbol appears.
3. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. Go to Gateway, select your device and press 'start upload' button. During transferring process you see an animation on the device display and 'ok' symbol when the transfer is completed.
5. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect....

Step Counter Walking Style Pro

1. Click on 'add new device' on the Bi-LINK gateway and select the Walking Style Pro 2.0 from the list of devices
2. Connect the Walking Style Pro USB cable to your device and to the USB port in your computer
3. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. Check if you see 'PC' on the display of the step counter to confirm that device and computer are connected properly. Make sure the cable is placed firmly in the device.
5. Go to Bi-LINK Gateway, select your device and press 'start upload' button.
6. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect...

Blood Glucose Monitor A3 Pro

1. Click on 'add new device' on the Bi-LINK gateway and select the A3 Pro from the list of devices
2. Connect the A3 Pro USB Cable (available separately) to your device and to the USB port in your computer. If the A3 Pro and computer are connected properly, the 'connection' symbol appears on the device screen.

3. When the USB device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. Go to Bi-LINK Gateway, select your device and press 'start upload' button.
5. While the data is being uploaded an 'animation' is shown, after the upload process is finished 'OK' appears on device display.
6. After a successful upload, continue reading your measurements by clicking 'review data'.

How to connect...

Body Composition Scale 206BT (Bluetooth)

1. Click on 'add new device' on the Bi-LINK gateway and select the Bluetooth Body Composition Monitor from the list of devices
2. Follow the instructions in your 206BT user manual to pair the device to your computer
3. When the device is connected to your computer for the first time, it may take a few minutes for the device driver to fully install. Please wait until installation is complete before attempting to upload data
4. On the body composition scale, select your personal profile number and go to your last measurement. Press and hold the upload button (for details check user manual chapter 8).
5. Go to gateway and select device for data upload. Continue reading your measurements on Bi-LINK by clicking 'review data' button.
6. While the data is being uploaded 'animation' is shown; when data is uploaded successfully a 'P' appears.

Install driver software for your Bluetooth device if necessary. Select the device to add to your computer.

Why is my data not uploading?

There are a number of reasons why your data may not upload. Firstly please make sure that you have followed the detailed data upload instructions above for your device.

Ensure that the date and time are set properly on your device – if the time and date are not correct you may not be able to view the data properly in Bi-LINK or it may be stored at outside of your expected date range

If you are still not able to upload data, please ensure that you are logged into Bi-LINK Gateway as the correct user.

If your device has a 2-user function, please ensure that the user selection is set to the correct user before uploading data. If data from the wrong user is uploaded to your account there is currently no way to delete this data from your profile.

If the gateway shows a 'data upload failed' message please retry the upload following the detailed upload instructions for your device. For wireless upload devices

(Bluetooth or NFC) please ensure that the device maintains a connection with your computer for the duration of the upload.

I uploaded data to the wrong account. Can I upload to another account

Yes, it is possible to upload data to a different account. Simply log in to the gateway with the correct user details and then retry the upload

I uploaded data to the wrong account. Can I delete this data from the account?

At the moment it is not possible to delete un-wanted data from your account. Therefore please ensure that you upload data to the correct account

I didn't set the time and date in my device correctly and the data has been uploaded to the wrong date. Is it possible to change the data?

Unfortunately at the moment it is not possible to edit data after it has been uploaded to Bi-LINK

I have a 2 user device. I am normally user A but have saved some on user B. How can I upload this to my account?

We strongly advise that you save data to only 1 user on your device to prevent mixing of data with other users. Bi-LINK Gateway locks uploads to the user selected the first time the device is used to prevent accidental upload of the wrong user data.

If you wish to upload data from another profile on your device this is possible

1. Select your device in the gateway
2. Select the 'remove device' option from the upload screen
3. Click on the 'X' to confirm the removal of the device. Please note that this will not delete data in your Bi-LINK account
4. Click on 'add new device' and re-select your device from the list
5. At this point you can select a different user profile to upload data

If you would like to switch back to the original user, simply follow the above instructions again.

4. Importing data from Bi-LINK version 1.6

How do I import data from Bi-LINK version 1.6?

Bi-LINK offers you to upload your data from your version 1.6 to monitor all your data at one place!

1. Go to your user profile on Bi-LINK and click 'upload Bi-LINK 1.6 Data'.
2. Browse for your file containing your exported data and click 'upload Bi-LINK data. Your data will be automatically be uploaded.
3. View your data in your dashboard view

5. Change Password or Cancel Your Account

How to change my password?

It is possible to change the password if you use the 'forgot my password' link. For this you only need your email address, not your user name. This sends you a link to be able to change your password.

How to cancel my own account?

Please send an email to customer support requesting to cancel.
info.omronhealthcare@eu.omron.com

6. Customizing your Dashboard & Creating Health Plans

How can I personalize my dashboard?

Your Dashboard on Bi-LINK can be adjusted to show data in order of importance to you. For example, when you log in, you may first want to see your Blood Pressure graph, then your Activity and then Body Composition.

To change the order of your data, go to the Dashboard Menu Bar and click on the Edit icon.



You will then be able to reorder your metrics by dragging the bar up or down.

I would like to set targets and see the progress towards my health goals. How can I do that on Bi-LINK?

With Bi-LINK, you can program daily targets or plan longer-term health goals.

Daily Targets

A daily target can be programmed into the graphs that are displayed on your dashboard. For example, you can set a daily target of reaching 10,000 steps or maintaining your blood pressure level around the range of **135/85**.

To do this, go to the main Menu Bar and select “Metrics”. Then select the parameters that you would like to adjust and by clicking on “Edit Target” you can define the range or number of steps, for example, that you aim to reach. This range will be reflected on the graphic display on your dashboard.

Plan Health Goals

Bi-LINK also offers the possibility to start a Health Plan, which involves a variety of plans ranging from Diets to Exercise and Marathon preparation to Blood Sugar Reduction.

To join a health plan, go to the main Menu Bar and click on the “Plans” icon. Here you can select a plan that you like and adjust the timing and intensity according to your preferences. The plans also allow you to establish the start and end date for you to reach your goals.

Your achievements will be visible as soon as you log in and data is uploaded. Bi-LINK will also send reminders of the days you have to complete the program so that you stay motivated every day.

Who is Dr Sheri Coldberg and what can I do with the health plans?

Dr Sheri Colberg is an expert of diabetes and fitness.

She has authored more than 20 books and well over 250 articles on exercise, fitness, diabetes, healthy lifestyles, aging, and nutrition. You can benefit from her expertise though joining the health plan “calorize your diet”.

What is the difference between “Plan Market Place” and “Plans”? Under Plan market place you find all the plans you can join with a detailed description. After having joined a plan, go to ‘Monitor your daily activity’ and view your achievements.

How do I print my measurements?

To print your health information, go to the Dashboard Menu Bar and select the Export icon



Clicking on this will give you the option to select the data you would like to Print it, save it as PDF or export into a .CSV or .TSV file.

Troubleshooting: I cannot print my data. What can I do?

Check if you have selected the data charts you want to have printed before hitting print button

Is it possible to email the reports directly to a third party?

First you need to download your report as a pdf, for example, onto your computer. Then you can share with other people.

I want to have all my previous records on Bi-LINK. How can I do that?

There are two ways to input data into Bi-LINK. You can either enter your data manually or digitally import it with a CSV file from your BI-LINK account.

Manual Input

To input data manually, go to your Dashboard and select the metric you want to adapt, for instance "Activity". On the top right corner of the graph, you will see a (+) button. When you click on this, you will see a few options of data that can be input manually, such as Steps, Aerobic Steps or Distance. Before inserting data, make sure to select the Date that the values were recorded and then type in the values. Once they have been inserted, press (Save Changes). Repeat these steps for every value you want to insert for any specific date. All data that you insert will be reflected on the graphic displays

Digital Upload

Bi-LINK offers you to upload your data from your version 1.6 to monitor all your data at one place!

1. Go to your user profile on Bi-LINK and click 'upload Bi-LINK 1.6 Data'.
2. Browse for your file containing your exported data and click 'upload Bi-LINK data'. Your data will be automatically be uploaded.
3. View your data in your dashboard view