

# ACCUNIQ

Dashboard

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User Manual

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# INTRODUCTION

ACCUNIQ Dashboard is a web application for ACCUNIQ body composition analyzer integration manager. It provides a cloud-based data management solution for equipment managers to check and manage body composition result data measured in fitness centers, hospitals, etc.

## Key Features

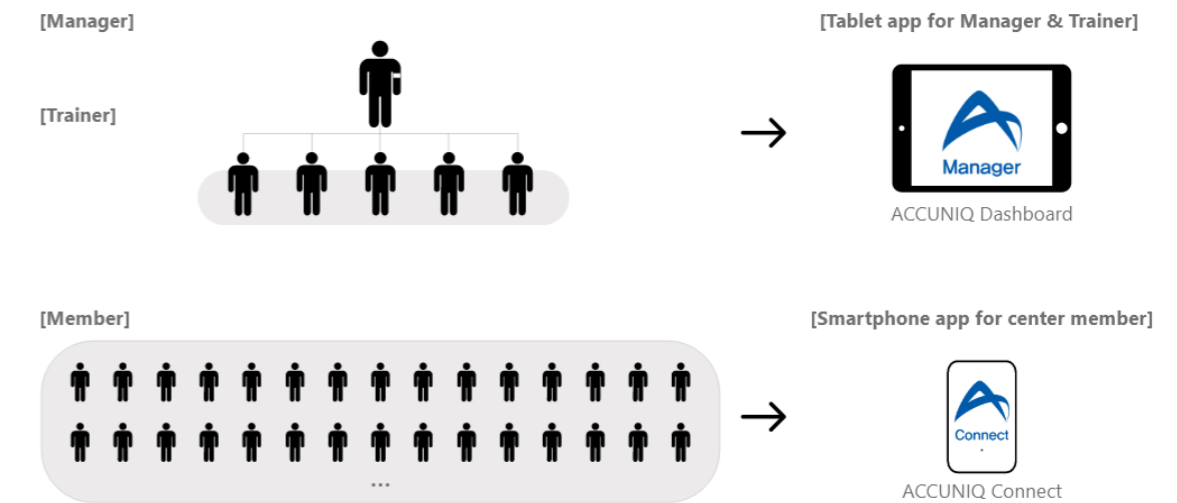
- 1) Links ACCUNIQ Dashboard for administrators and ACCUNIQ Connect for individual members.
  - Supports ACCUNIQ Connect, a separate smartphone application for individual center members.
  - You can register the ID of a center member who is subscribed to ACCUNIQ Connect as an affiliated member in Member Management in ACCUNIQ Dashboard.
  - Once you have registered your announcements in ACCUNIQ Dashboard, they will be available to your center members in the ACCUNIQ Connect app.
- 2) Send body composition measurement results to ACCUNIQ Dashboard in real-time.
  - When you connect your ACCUNIQ Body Composition Analyzer to the internet, the information is stored on the cloud server and the measurement results are sent to ACCUNIQ Dashboard.
- 3) Body composition measurement data is stored in ACCUNIQ Dashboard as a result sheet.
  - You don't need to print and store your measurement history as you can store and manage it in ACCUNIQ Dashboard.
  - If you wish to print any of your data, you can do so at any time on a printer connected to your tablet.
  - You can also get a PDF download to share your measurement results as a file.
- 4) Compare results
  - You can compare the data of the current measurement with the data of previous measurements or the results of the measurement on a specific date.
- 5) Shows the results of periodic body composition measurements as a body composition trend graph.
  - You can see changes in weight, muscle mass, body fat, body water, and muscle mass by region (upper body left and right, lower body left and right, upper body lower) by selecting a time period.
- 6) You can divide accounts into managers and trainers so that employees of the center can access them individually.
  - You can search the ID of a trainer who has signed up for a separate account from the center manager's account.

## Reminder

### Membership levels and organization

Accounts in the ACCUNIQ Cloud service are divided into Center Manager and Trainer accounts, which are administrator accounts, and Members, which are individual user accounts.

#### [ACCUNIQ Cloud service schematic]



- 1) Center Manager Account
  - Sign up with ACCUNIQ Dashboard to access and manage all menus including trainers, members, center information, equipment, and announcement management.
- 2) Trainer Account
  - Sign up with ACCUNIQ Dashboard to access and manage the member management menu. You can search and register trainer IDs with your center manager account in ACCUNIQ Dashboard.
- 3) Member Account
  - User can sign up with ACCUNIQ Connect, a separate mobile app, to view personalized body composition results. Center Manager can search and register a member ID for ACCUNIQ Connect with center manager account in ACCUNIQ Dashboard.

[Comparing Manager and Trainer account menu permissions]

Center managers can manage all functions of the app, while trainers can only use the member management function.

MENU	Manager account	Trainer account
Trainer management	•	–
Member management	•	•
Center information management	•	–
Equipment management	•	–
Notice management	•	–

- The Member Information tab contains personally sensitive information. If you have the Manager permission, you can access the Member Information tab for all members, but if you have the Trainer permission, you cannot access the Member Information tab.
- ※ Membership information tab provides: ID, email, date of birth, height, mobile phone number, and last body composition measurement date.

Participating Accuniq Body Composition Analyzers

Among our body Composition Analyzers, devices with ‘\_CONNECT’ after the software version name are supported.

1) Supported Body Composition Analyzer Model Names

- ACCUNIQ BC720 (with Cloud function)
- ACCUNIQ BC380 (supports cloud function)
- ACCUNIQ BC360 (supports function with QR code)
- ACCUNIQ BC310 (QR code enabled)
- ACCUNIQ BC300 (QR code functions supported)

- ※ ACCUNIQ Dashboard may not be supported by all devices or language versions.
- ※ To link your device with ACCUNIQ Dashboard, you must first connect your device to the Internet and register it with the ACCUNIQ Cloud service. Please refer to the user manual for each device for instructions on connecting to the Internet.
- ※ Compatible devices are subject to change depending on our service policies, etc.

# Getting Started


## Setting up device communication

The ACCUNIQ Dashboard program works with your ACCUNIQ body composition analyzer via Bluetooth. Before using the program, change the settings in User Settings > Communication on your ACCUNIQ body composition analyzer.

- ※ This manual is based on the ACCUNIQ BC720 LCD screen. The LCD image may differ depending on the product.

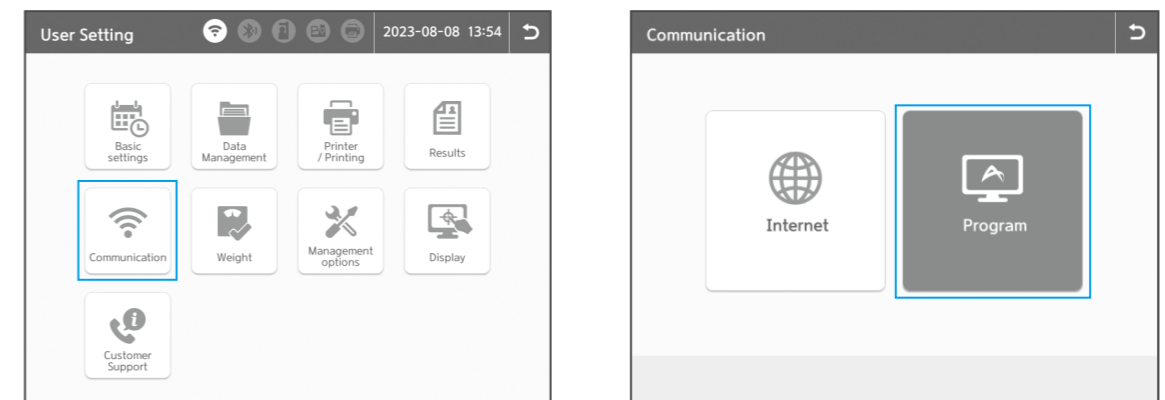
### Entering the settings



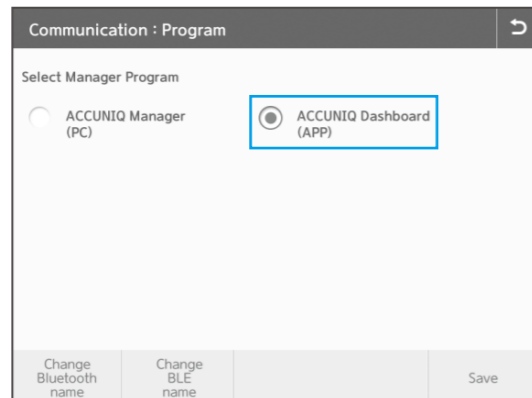
In the home screen, press the [  ] icon at the bottom left and enter the password “0-0-0-0” to enter the system settings screen. The password can be changed in “Preferences–Password” when entering the user settings.

### Connecting via Bluetooth

1) Go to User Settings > Communication > Programs.



2) Select the manager program as [ACCUNIQ Dashboard].



**Change Bluetooth name**

If there are other Body Composition Analyzer products at your installation site with the same Bluetooth module, the device cannot identify your unique device, as it will have the same Bluetooth name as the other devices with the same Bluetooth module. In this case, you need to change the Bluetooth name on your ACCUNIQ body composition analyzer.

Select either [Change Bluetooth name] or [Change BLE name] at the bottom left of the System Settings > Communication > Program screen, depending on the Bluetooth module you want to use.

※ iOS pads can only be connected when using the BLE (Bluetooth Low Energy) module.

**1) Connecting with a Bluetooth module (For Android devices)**

※ Supported Bluetooth modules are HC-05-USB Bluetooth (product provided by the company) and Sena Technology's Parani SD1000U (requires separate purchase). Other than this, Bluetooth module is not supported.



HC-05-USB

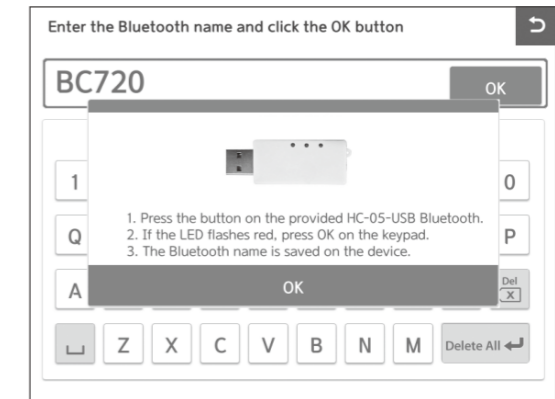
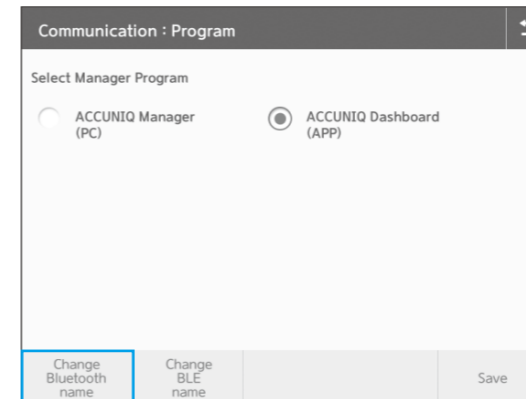
(included in the ACCUNIQ BCA package)



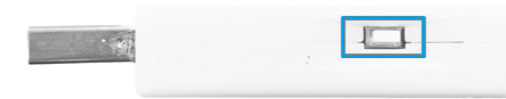
Parani SD1000U

(Not included in the ACCUNIQ BCA package)

1. Go to the [User settings] > [Communication] > [Program]
2. Plug the Bluetooth module supplied with the product into the Bluetooth USB port on the back of the ACCUNIQ body composition analyzer.
3. Enter the Bluetooth name you want to use on the device.



4. Press the button on the Bluetooth module and the LED flashes red.



5. Press the OK button on the device screen, the Bluetooth name is saved, and the device and program are connected via Bluetooth.

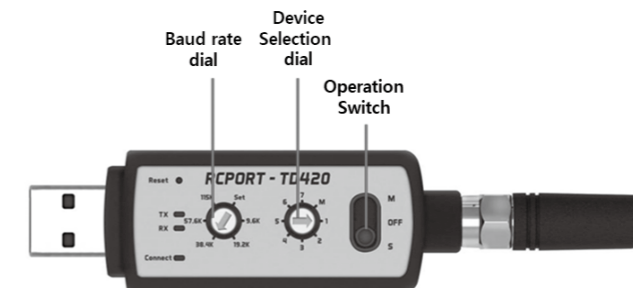
**2) Connecting with BLE (For Android or iOS devices)**

※ The supported BLE module is ChipSense's RCPOR-TD420. Other BLE modules are not supported.



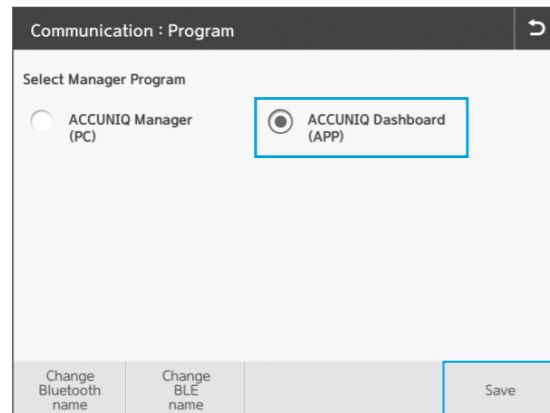
RCPOR-TD420 (Not included in the ACCUNIQ BCA package)

1. Change the settings of the BLE module to the baud rate dial [38.4K], device selection dial [1], and operation switch [S] as shown in the figure below.



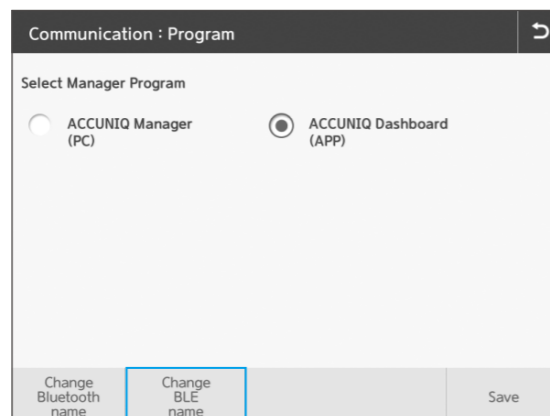
2. Insert the BLE module into the Bluetooth USB port on the back of the ACCUNIQ body composition analyzer.

3. Go to the [User settings] > [Communication] > [Program]. Select [ACCUNIQ Dashboard] and select the [Save Settings] button to complete the program selection.

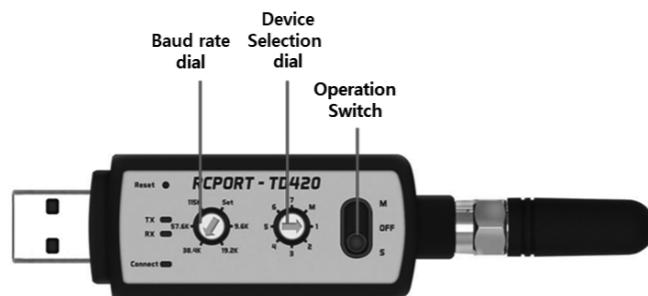


※ If there are more than two body composition analyzers using the BLE module at the installation site, you need to change the BLE name.

1. Go to the [User settings] > [Communication] > [Program]. Select [BLE name change].



2. Change the settings of the BLE module to the baud rate dial [SET], device selection dial [1], and operation switch [S] as shown in the figure below..



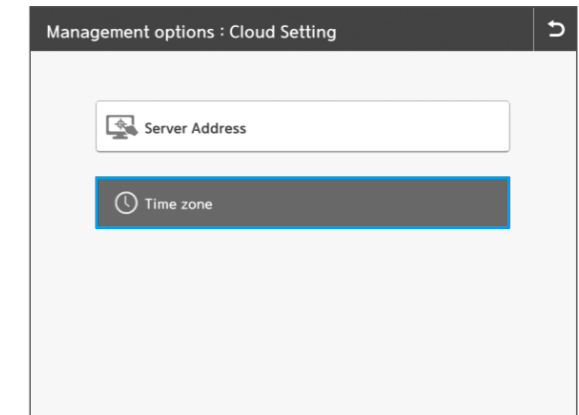
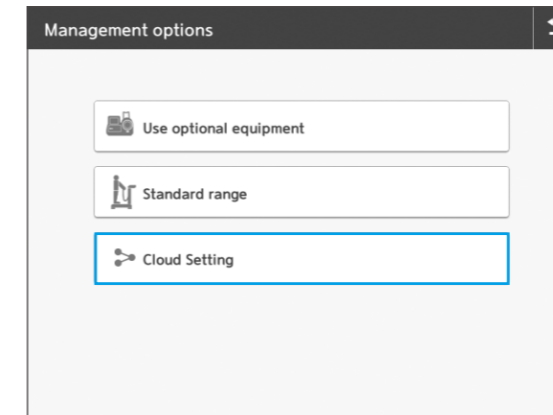
3. Insert the BLE module into the Bluetooth USB port on the back of the ACCUNIQ body composition analyzer. Enter a name for the BLE module and press the OK button.

## Setting device's time zone

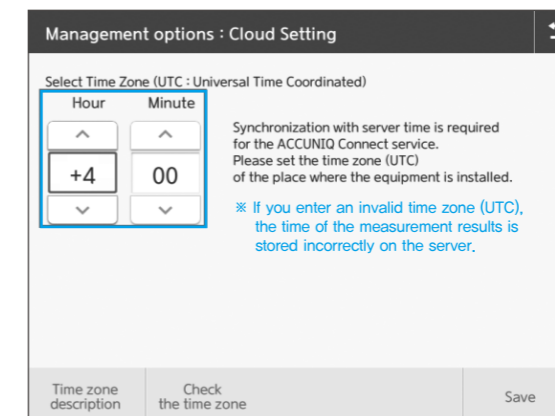
To use the ACCUNIQ Dashboard, your device's time setting must be synchronized with the ACCUNIQ server. Follow the steps below to set your device's time.

1) Enter your device's setup mode

Go to Manage options > Cloud settings > Time zone settings.



2) Set the time in hours and minutes to the UTC (Universal Time Coordinated.) time zone of the place where the ACCUNIQ body composition analyzer is installed, and then click the Save Settings button.



※ If the time zone is set incorrectly, it may not be synchronized with the server and the measurement date on the device and ACCUNIQ Dashboard may not match.

## Downloading

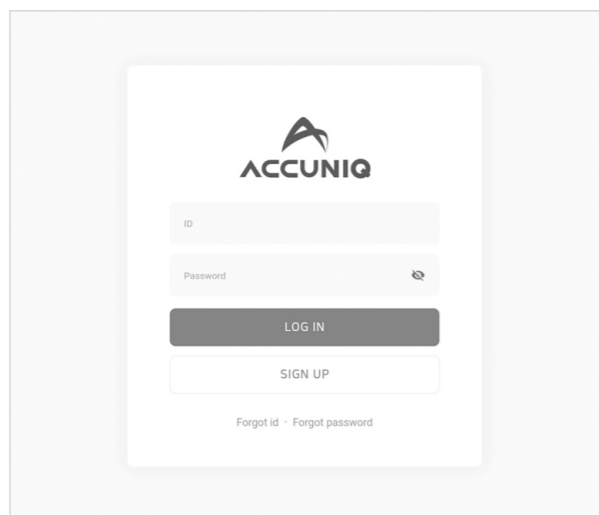
ACCUNIQ Dashboard is a mobile application that can be downloaded on an iPad or Android tablet, or accessed on the web and used on a PC.

### To download and use on an iPad Android tablet

- 1) Launch the Google Play or the Apple app store and search for [ACCUNIQ Dashboard].
- 2) Download and install the app.
  - ※ Note: The screen of Dashboard is optimized and designed for tablet landscape view mode. The screen may not be displayed correctly in portrait view mode.
  - ※ Note: If the tablet resolution is outside the recommended resolution, part of the screen may be cut off or not visible.
    - I-Pad air5 display 10.9 inches, 59:41 ratio, 2360×1640 resolution supported. The panel is an IPS TFT-LCD type Liquid Retina display.
    - Android S7 FE, 12.4-inch 16:10 ratio 2560×1600 IPS LCD
  - ※ Note: Tablet recommended software specifications are as follows.
    - Minimum Android 12 or higher
    - iOS minimum specification 14 or higher (recommended specification 16)

### To access and use from the Web

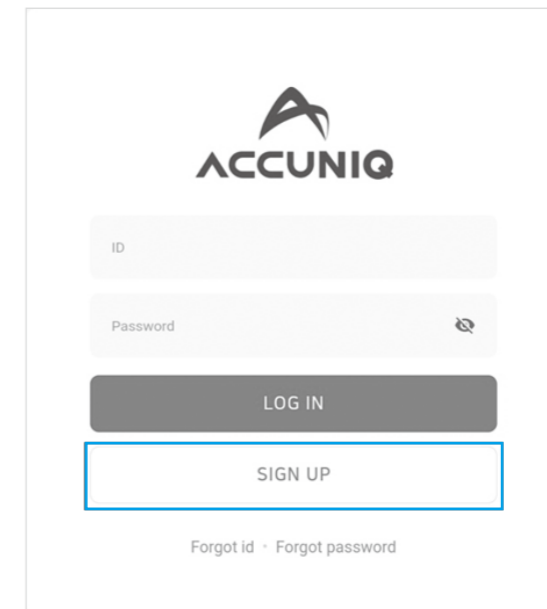
- 1) Open a Web browser window on your PC.
- 2) Enter <https://manager.accunIQ.com> in the Internet address bar.
- 3) The login screen is displayed as shown below.



## Registering

ACCUNIQ Dashboard accounts are divided into [Manager] and [Trainer] accounts belonging to the center. After signing up, the [Trainer] account needs to be approved by the administrator. Please follow the steps below to register as a member.

- 1) Run the program.
- 2) Click the Register button.
- 3) Enter information into the required fields, and agree to the terms of use.

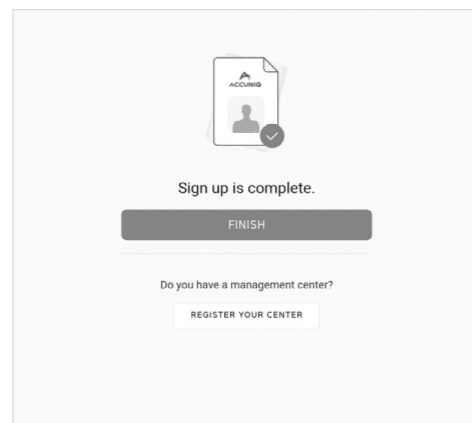


[Fields to be filled in]

- 01. ID: Enter your ID and check for duplicates. (Only English lowercase letters, numbers, and special characters (!@#%\$%^&()~\_ <<<tempespace>>> -,{}':./.<>?were from 5 to 48 characters are allowed).
- 02. Enter/confirm password: Enter the password to be used and password confirmation.
- 03. Name: Enter a name.
- 04. Date of Birth: Select a date of birth.
- 05. Email: Enter your email and check for duplicates.
- 06. Phone: Enter the country code and phone number of your phone.
- 07. Country: Select a country.
- 08. Agree to Terms and Conditions: Check the terms and conditions according to your country and select "agree".

4) Press the Confirm button.

5) Your registration is complete. Click the Done button to go to the login screen.



6) If you are a manager who owns a center, register the center you manage.

## Signing In

Enter your username and password to sign in.

## Registering a center

If you have an administrator account, please register your center by entering information into each of the fields below:

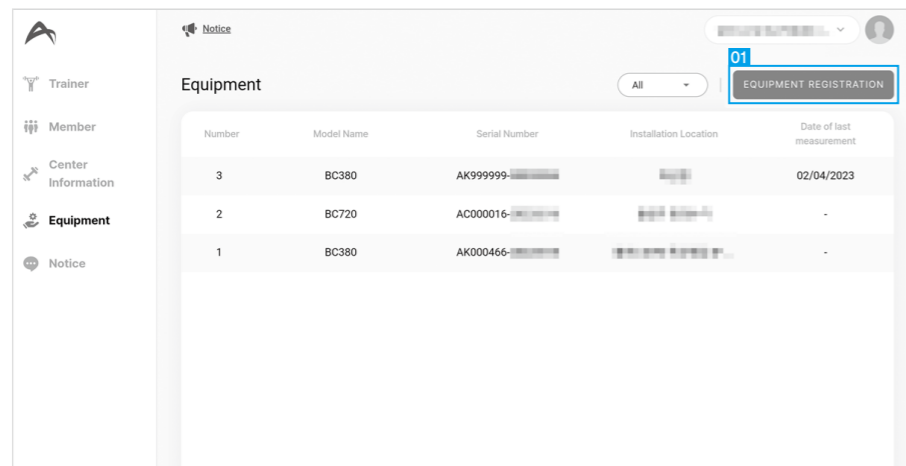
- 01. Center name: Enter a name for your center.
- 02. Center Country: Select the country where the center is located.
- 03. Center Address: Enter the address of the center.
- 04. Center phone number: Select the country code and enter the phone number.
- 05. Center logo: Register a logo image for the center.



## Registering Equipment

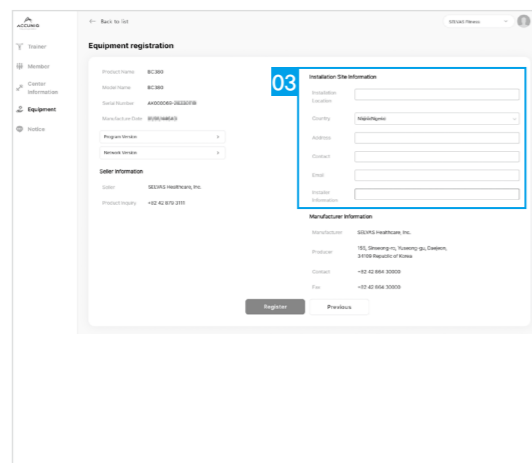
To integrate your device with ACCUNIQ Dashboard, you must first connect your device to the Internet and register it with ACCUNIQ Cloud service. You can connect via Wifi or Ethernet from the device's Admin Mode > Communication > Internet. For details, please refer to the user manual of each ACCUNIQ device.

1) On the ACCUNIQ Dashboard home screen, select Device Management > Device Registration.



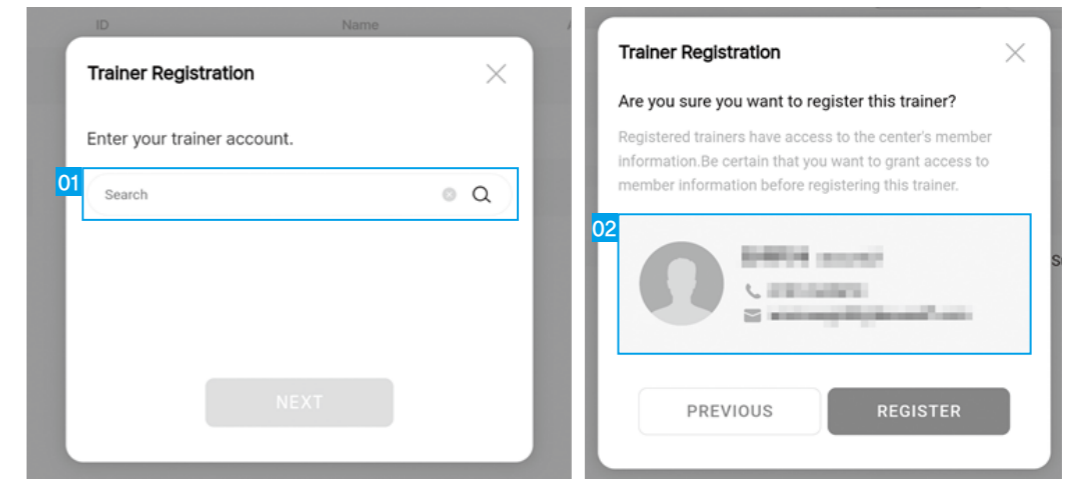
2) Enter the items below and select the Register button.

- 01. Equipment serial number search: Enter the serial number of the equipment to be registered and search.
- 02. Equipment search results: Check the equipment information searched by the serial number and click Next.
- 03. Installation Site information: Check the details of the equipment to be registered and enter the installation location, installation country, installation address, administrator contact, email, and administrator information to register.



## Registering Trainer

If you have trainers in your center, register them in ACCUNIQ Dashboard. Log in with your administrator account and go to Home > Trainer Management > Trainer Registration.

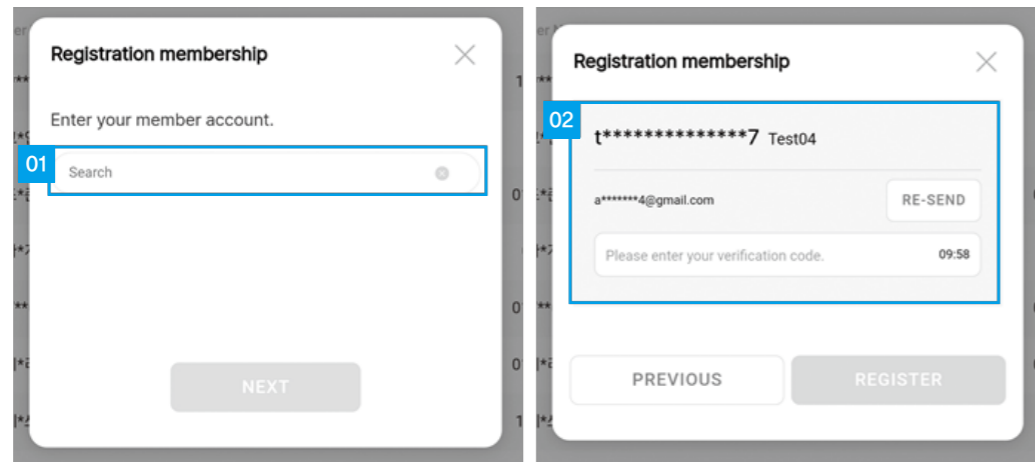


01. Search for Trainer: Enter the correct account ID of the trainer you want to enroll, than tap Next.

02. Registered Trainer Information: Check the account information of the trainer to be registered, and register them in the center.

## Registering Member

Search for the account ID of a registered center member to register as a center member.



1. Search for a member: Enter the ACCUNIQ Connect app account ID of the member you want to register, and then click Next.
2. Registered member information: Confirm the member account information to be registered and register in the center.
3. After registering a member, click the [Request permission] button on the member list to request permission to disclose information. After sending the request, the member can approve or reject the request on the ACCUNIQ Connect app.  
If the member approves, the information disclosure is changed to [Public] and the measurement data can be viewed on the ACCUNIQ Dashboard. (Please be aware that if the member does not approve, the measurement data will not be shared).

No.	Member Name	ID	Contact	Date of last measurement	Disclosure of Information	Allow tracking
12	김민준	*****7	*****	09/20/2023 09:18	Private	Approved
11	김민준	*****4	*****	03/08/2023 14:42	Private	-
10	김민준	*****7	*****	02/23/2023 10:38	Private	Send
9	김민준	*****7	*****	02/01/2023 10:10	Private	Pending
8	김민준	*****7	*****	01/19/2023 11:53	Private	-
7	김민준	*****7	*****	09/11/2023 18:22	Private	Pending
6	김민준	*****7	*****	03/02/2023 17:38	Private	Pending
5	김민준	*****7	*****	10/04/2023 14:42	open	-
4	김민준	*****7	*****	08/25/2023 17:06	Private	Send
3	김민준	*****7	*****	03/11/2023 19:48	Private	-

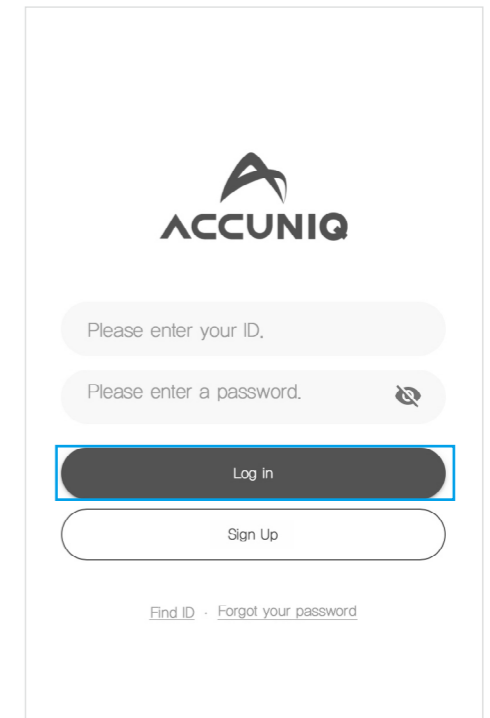
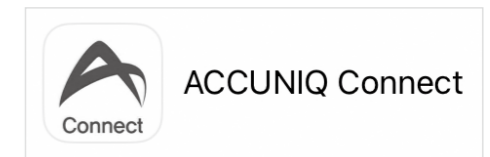
## Measuring with ACCUNIQ Connect ID

In order to send the results from ACCUNIQ Body Composition Scale to ACCUNIQ Dashboard, you need to register and log in to ACCUNIQ Connect, the personal body composition data management app for center members.

※ This manual is based on the screen of ACCUNIQ BC380.

### Installing the ACCUNIQ Connect

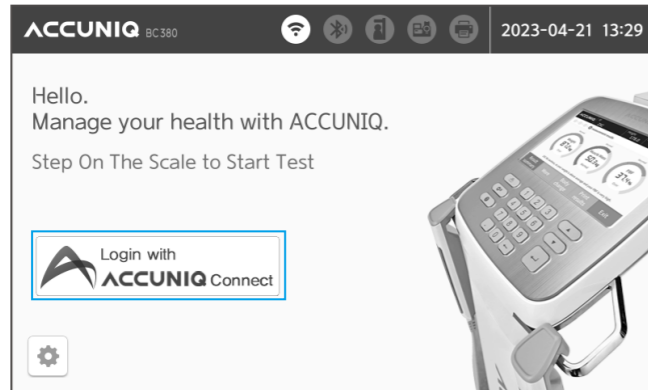
- 1) Launch Google Play or the Apple App Store on the center registered member's smartphone and search for [ACCUNIQ Connect] app.
- 2) Download and install the app.
- 3) Sign up with the ID that the center member will use.



※ When a member logs in and takes a measurement on a device registered with ACCUNIQ Dashboard, they are automatically registered as a member of the ACCUNIQ Dashboard program.

## Importing information into ACCUNIQ Connect

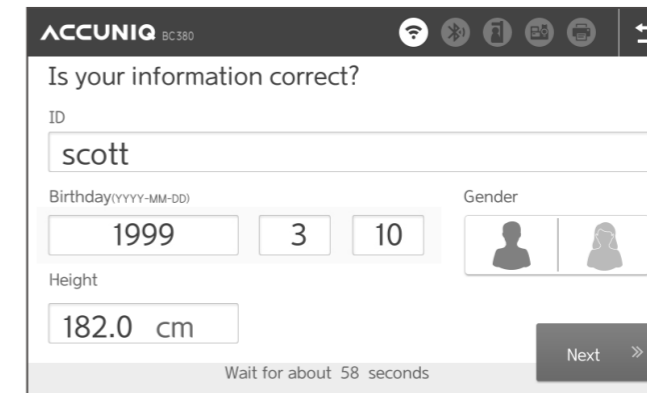
1) Select the [Login with ACCUNIQ Connect] button on the initialization screen.



2) Scan the QR code on the right side of the [Load my information with ACCUNIQ Connect app] screen on the device or by pressing the camera button on the top right of the screen of the [ACCUNIQ Connect] app downloaded on the center member's smartphone.



3) Confirm that the information imported from the app is correct and proceed with the measurement.

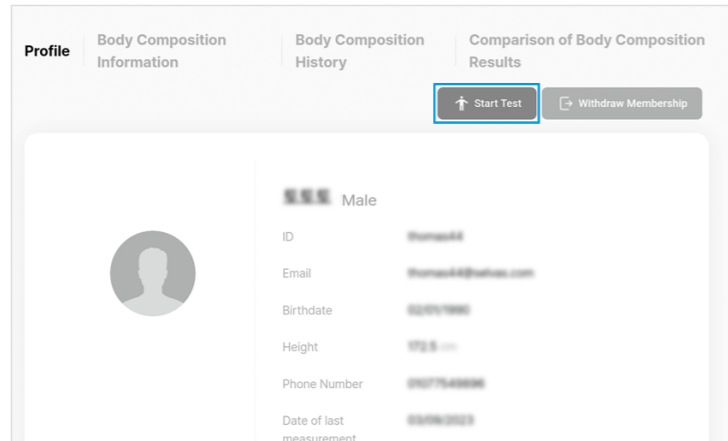


4) At the end of the measurement, the results are sent to ACCUNIQ Dashboard and ACCUNIQ Connect.

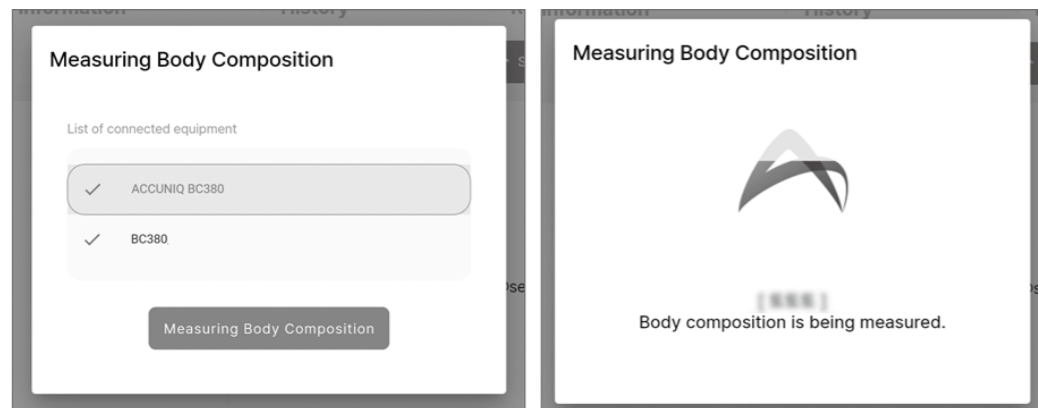
# Measuring with ACCUNIQ Dashboard

After connecting your ACCUNIQ body composition analyzer with ACCUNIQ Dashboard, you can take measurements directly from ACCUNIQ Dashboard.

- 1) Go to the Member menu on the ACCUNIQ Dashboard. Select the member you want to measure.
- 2) Select the [Measure Body Composition] button.



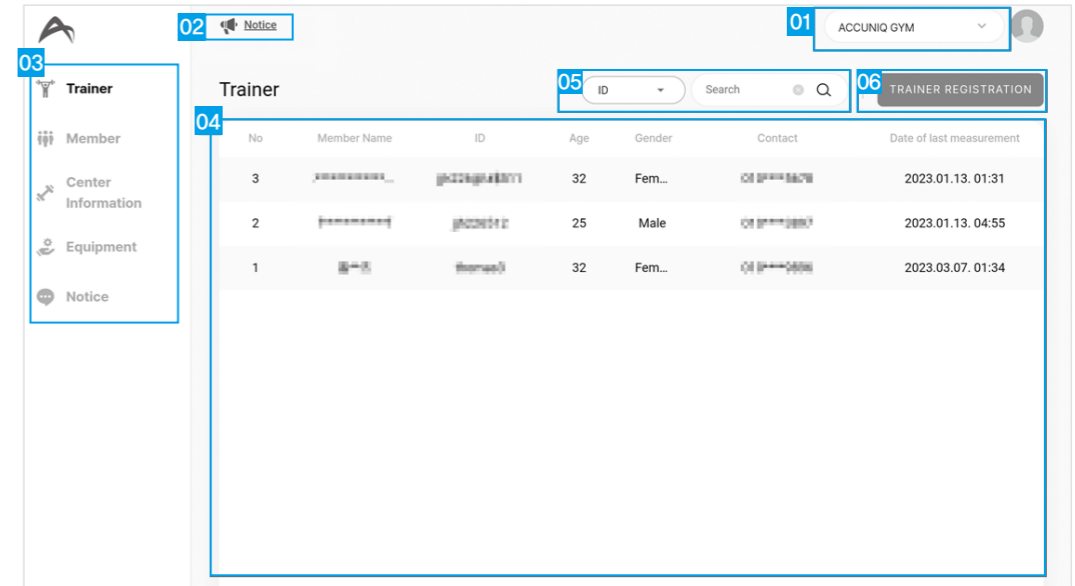
- 3) Select the model name of the ACCUNIQ body composition analyzer to use for measurement.



- 4) When the member is ready to measure their body composition, they should step barefoot on the footplate and the measurement will begin.
- 5) Once the measurement is complete, the results will be automatically sent to your ACCUNIQ Dashboard. Once the measurement is complete, the results will be automatically sent to your ACCUNIQ Dashboard.

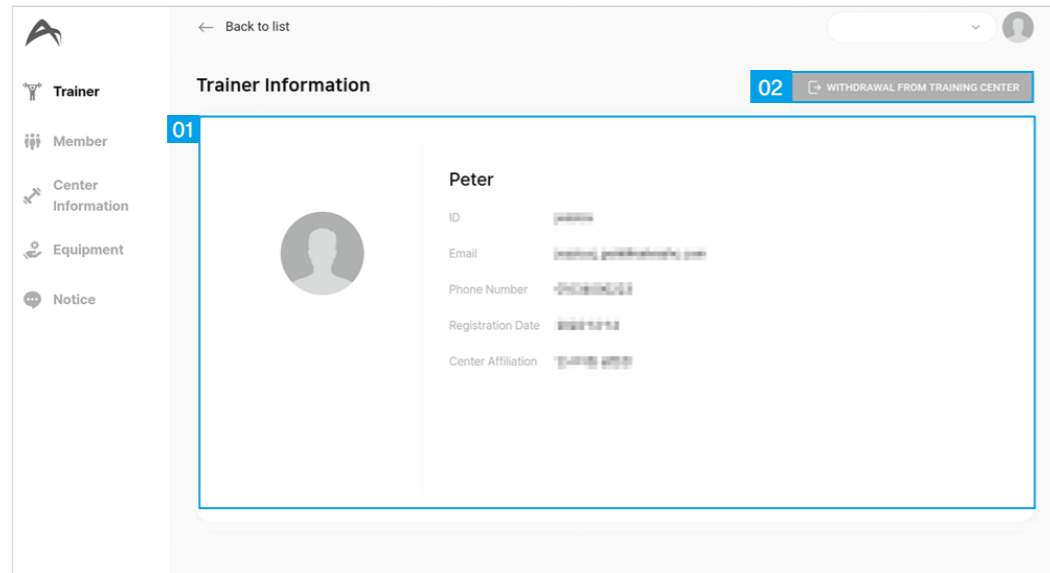
# Managing trainers

This menu allows you to manage trainer accounts belonging to your center.



1. Select Center: Displays the center to be managed by ACCUNIQ Dashboard. Click to display the list of centers and select a center to manage.
2. ACCUNIQ Notice: Provides notice.
3. Side menu: Provides the menu for managing ACCUNIQ Dashboard.
4. Trainer List: Displays a list of trainers registered in the center. Click a trainer to go to the detail screen.
5. Trainer Search: Search for a trainer registered in the center from the list.
6. Trainer Registration: Add a trainer who is not registered in the center to the list.

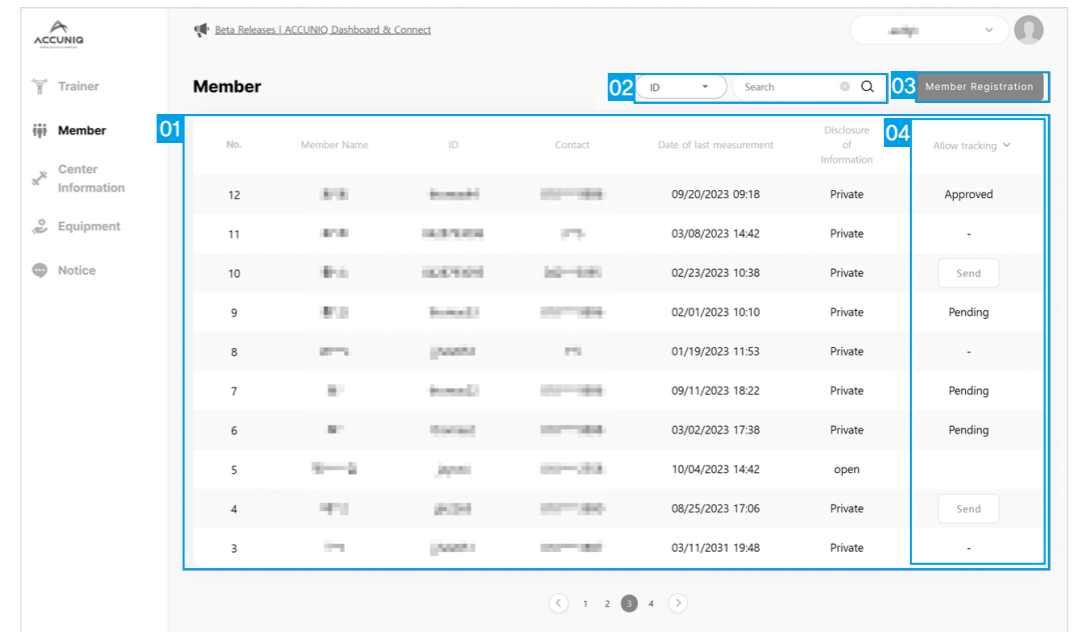
## Trainer Information



1. Trainer Details: Displays the trainer’s profile picture, name, ID, email, mobile phone number, center registration date, and center information.
2. Withdrawal from training center: Remove the trainer from the center.  
 ※ If you remove a trainer, all account information will be deleted and cannot be recovered.

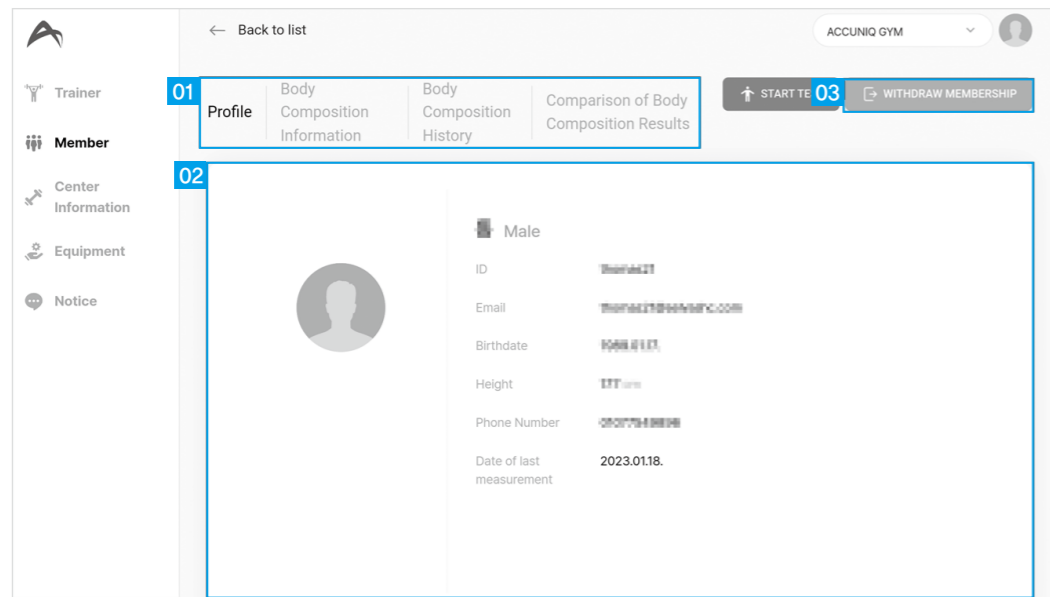
## Managing Members

This is a menu where you can register individual members registered in ACCUNIQ Connect to ACCUNIQ Dashboard and check and manage body composition results.



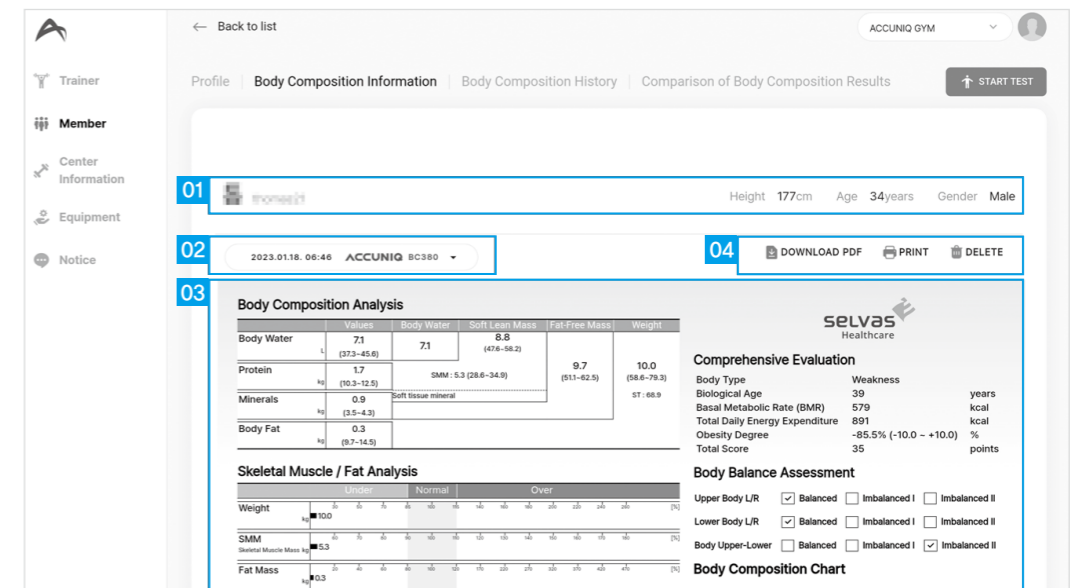
1. Member List: Displays a list of members registered in the center. Click on a member to go to the detail screen.
2. Search Members: Search for members registered in the center from the list.
3. Member Registration: Register a member who is not registered in the center from the list.
4. Allow tracking: Request permission to release information to protect a member’s privacy.

## Member Information



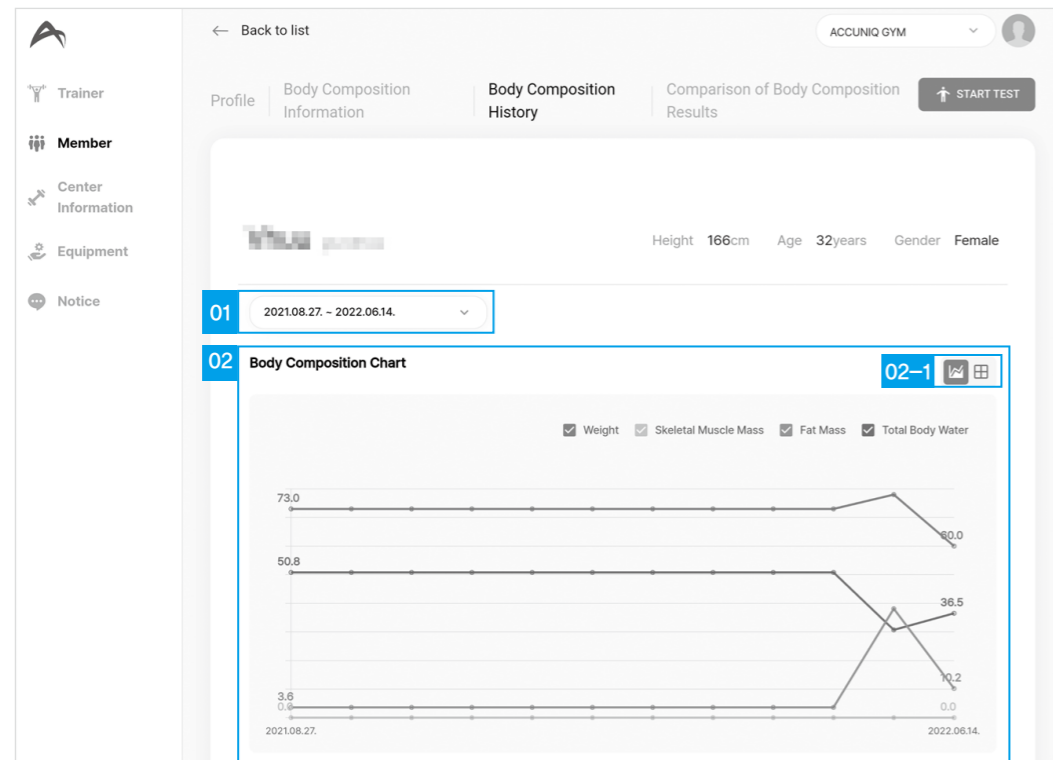
1. Member detail menu: Provides member inform/ body composition inform/ body composition trend/ body composition result comparison menu. If you have manager’s permission, you can access the member information tab for all members, and if you have trainer permission, you cannot access the member information tab.
2. Member Information: Displays the member’s profile picture, name, gender, username, email, date of birth, height, and last body composition measurement date.
3. Withdraw Membership: Removes the member from the center.

## Body composition information



1. Member information: Displays the member’s name, ID, height, age, and gender.
2. Body composition measurement list: Displays the measurement date of the body composition measurement result being displayed. If you click it, a list of body composition results will pop up and you can view other results.
3. Body composition measurement result: Displays body composition measurement results.
4. Manage body composition results: You can download / print / delete the displayed body composition results in PDF.

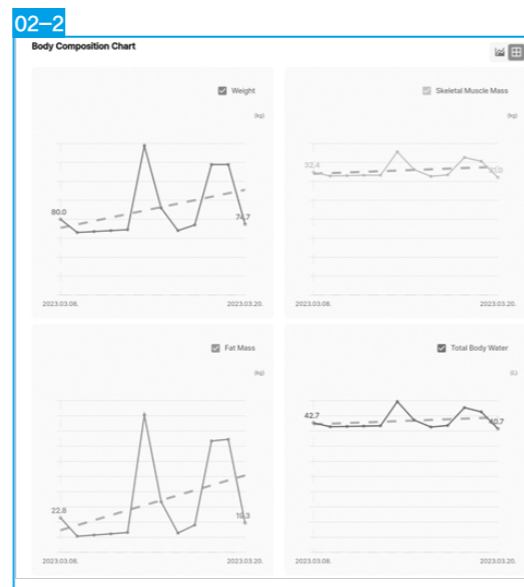
## Body composition trends



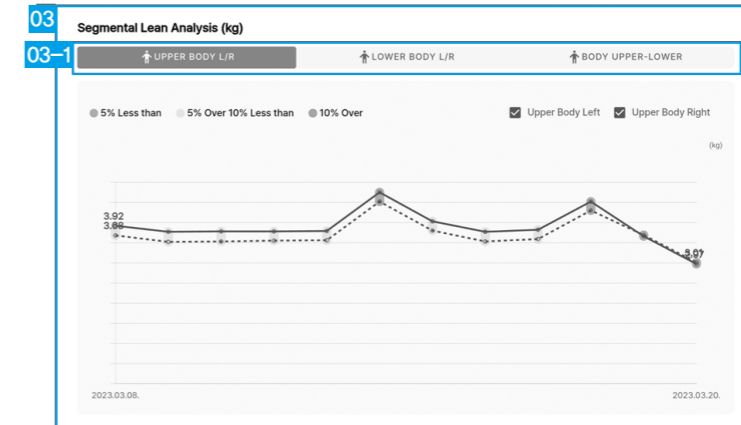
1. Body composition trend search period: Select a period to search body composition trend.
2. Body composition trend graph: Displays a trend graph of body composition key indicators for the selected period.

02-1 Graph legend: You can show or hide the graph items by clicking the legend.

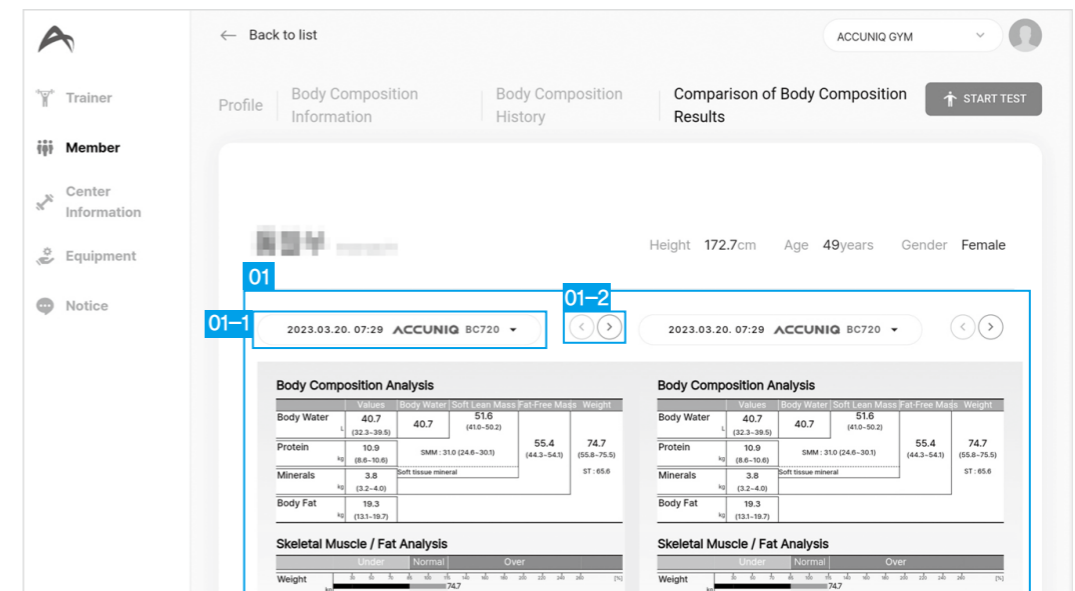
02-2 Overlap/Grid View: Select between Overlap View, which overlaps the items of the displayed body composition key indicators and displays them in one graph, or Grid View, which displays them as independent graphs.



3. Segmental Lean Analysis: Check the balance of your body by comparing the muscle mass by area during the period you are viewing.
  - 03-1 Select a segment: Select the muscle mass comparison graph of upper body left/right, lower body left/right, / body upper-lower.



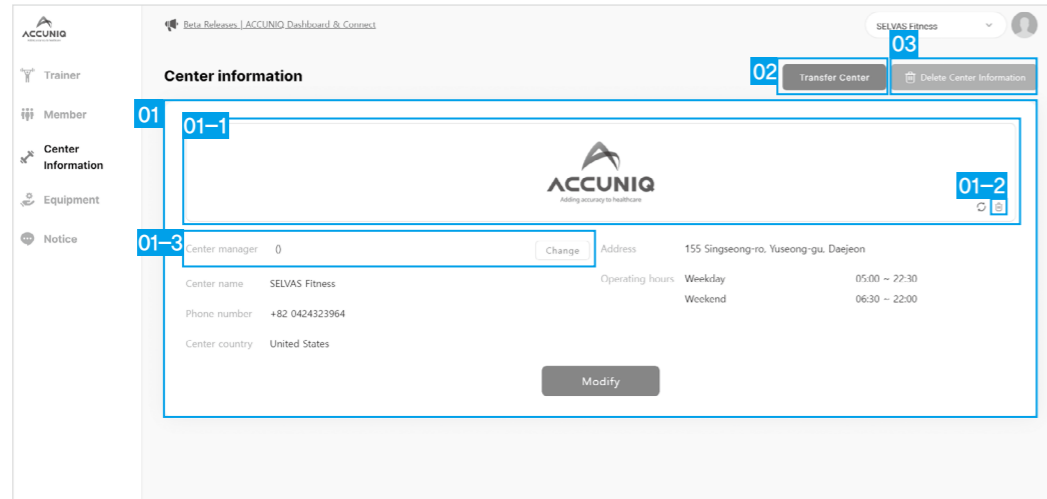
## Comparing Body Composition Results



1. Compare Body Composition Results: Compare the results of two specific body composition measurements on one screen.
  - 01-1 Select results: Select the body composition results to compare.
  - 01-2 Move the body composition result screen: You can check the body composition result by using the left/right buttons to move the result sheet display.

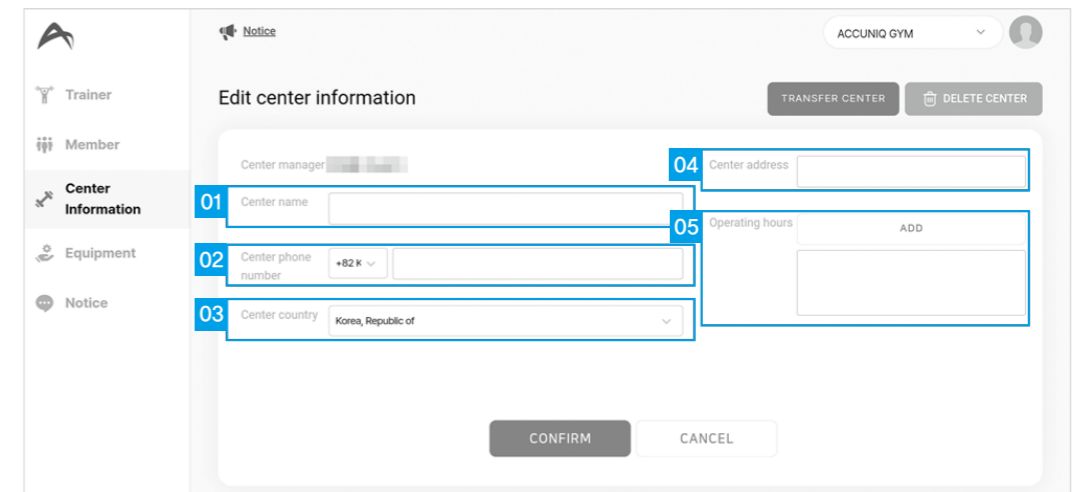
# Center Information

This menu allows you to check and manage center information.



1. Center Information: Display and edit the center's logo image, center manager, center name, center phone number, center country, center address, and center operating hours.
  - 01-1 Center logo: Displays the registered logo image. You can change the image by clicking it.
  - 01-2 Delete center logo: Delete a registered logo image.
  - 01-3 Change Center Manager: You can assign a manager who manages the center to one of your trainers.
2. Transfer Center: Transfer all information of the center to another manager.
3. Delete center: Delete the center.
  - ※ Note: You cannot delete a center if there are still members or trainers in it.

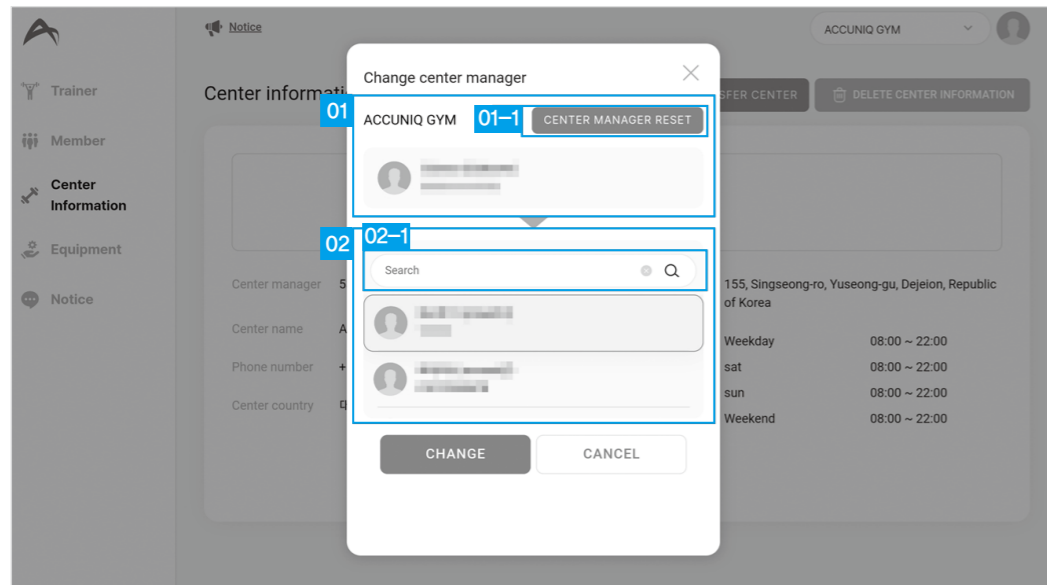
## Edit center information



1. Center name: Enter the center name.
2. Center phone number: Enter the center's main phone number.
3. Center country: Select the country where the center is located.
4. Center address: Enter the address of the center.
5. Operating hours: Set the center's hours of operation.
  - If you need to add something that can't be expressed in the settings, write it in the notes field.

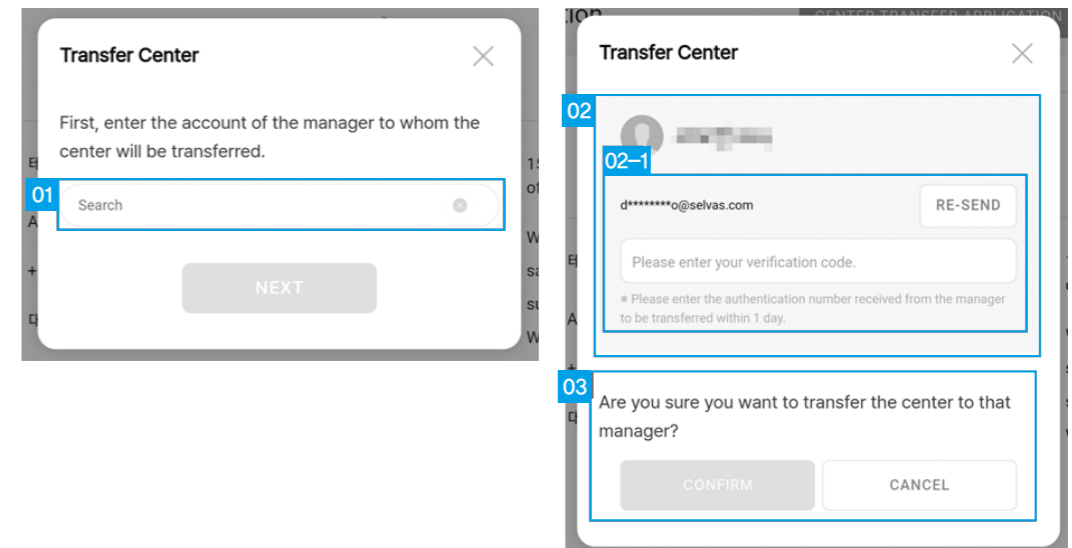


## Change center manager



1. Center Manager Information: Displays the information of the currently set center manager.
  - 01-1 Center Manager Reset: Reset the center manager to an account with manager privileges instead of a trainer.
2. Trainer List: Displays the list of trainers in the center. Select a trainer to authorize.
  - 02-1 Trainer search: Search for a trainer.

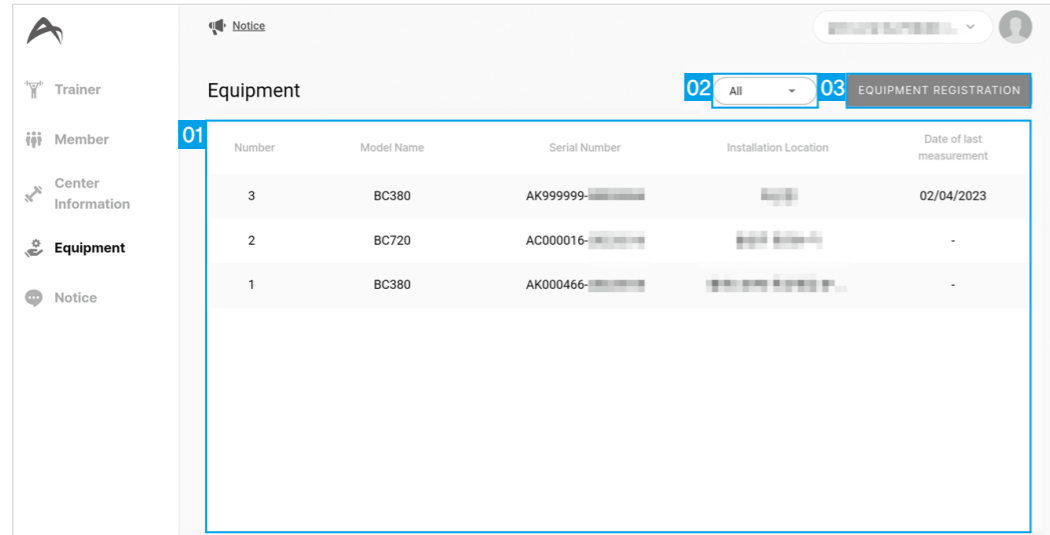
## Transferring a Center



1. Search for manager account: Enter the exact account of the manager to be transferred and click Next.
2. Manager information: Displays the basic information of the manager to be transferred.
  - 02-1 Manager verification: Enter the verification number sent to the manager's email.
3. Transfer Center / Cancel Center Transfer: If you click Confirm after entering the verification number, all the information of the center will be transferred. Click Cancel center transfer to cancel the center transfer process.

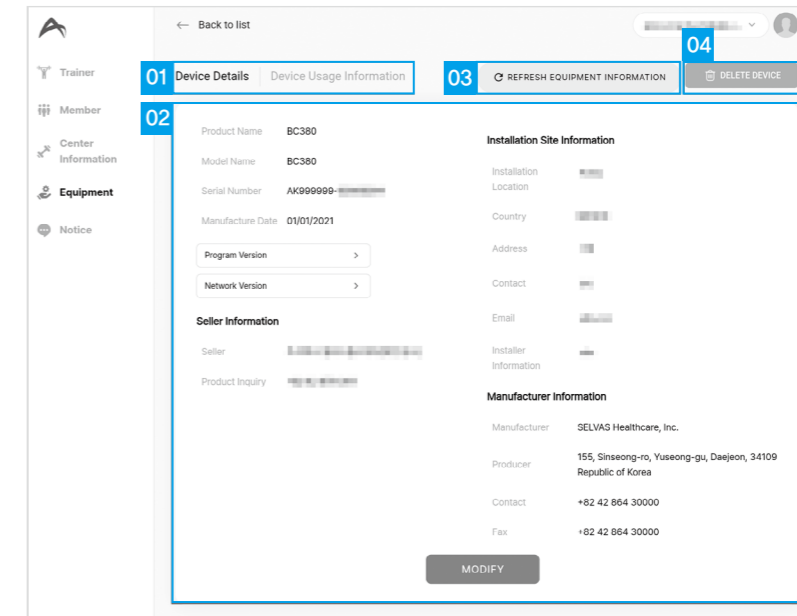
# Managing Equipment

This is the menu where you can manage the ACCUNIQ Dashboard and the connected ACCUNIQ Body Composition Scale.



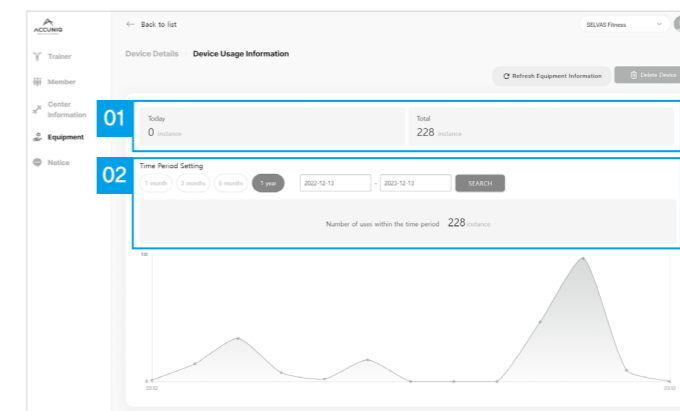
1. Equipment List: Displays a list of equipment registered in the center.  
Click on a device to go to the detailed screen.
2. Equipment Search: Search the equipment list by device type.
3. Equipment Registration: Register equipment not registered in the center to the list.

## Equipment Details



1. Equipment details menu: Select from Equipment details / Equipment usage information menu.
2. Equipment Information: Check the product name, model name, serial number, date of manufacture, program version, network version, seller information, installation site information, and manufacturer information of the equipment.
3. Refresh equipment information: Refresh the device's information.
4. Delete device: Delete the equipment from the center.

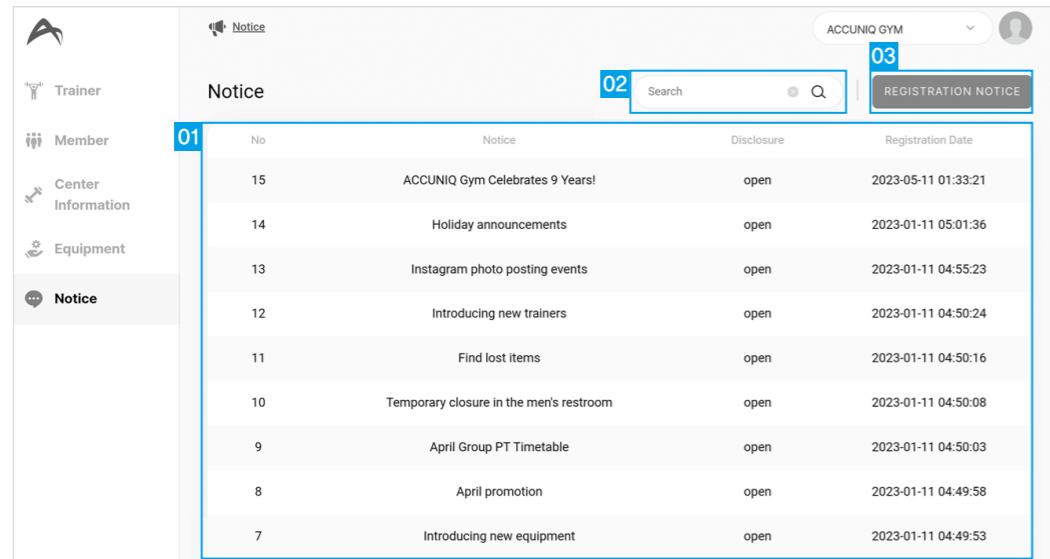
## Equipment Usage Information



1. Equipment usage information: Displays the total number of measurements taken by the equipment today and cumulatively.
2. Equipment usage trend: Displays the number of measurements of the equipment for the selected period.

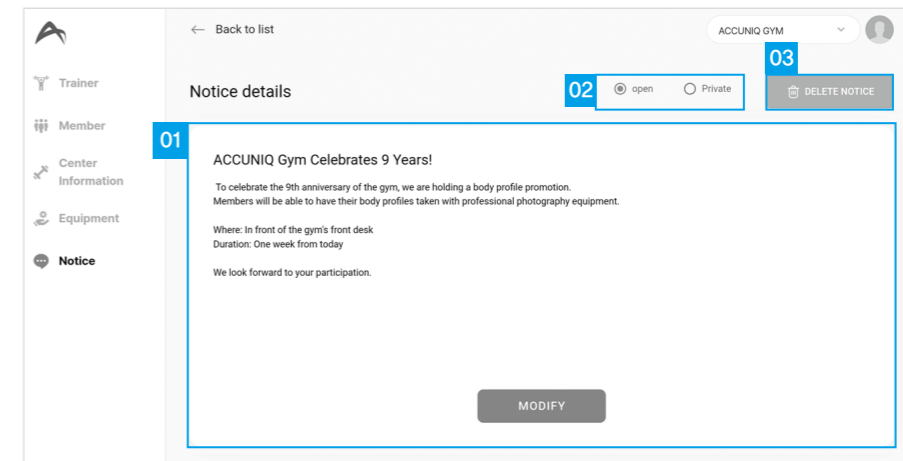
# Managing Notice

When you create an announcement, it will be registered in the announcements of ACCUNIQ Connect app and can be viewed by center members.



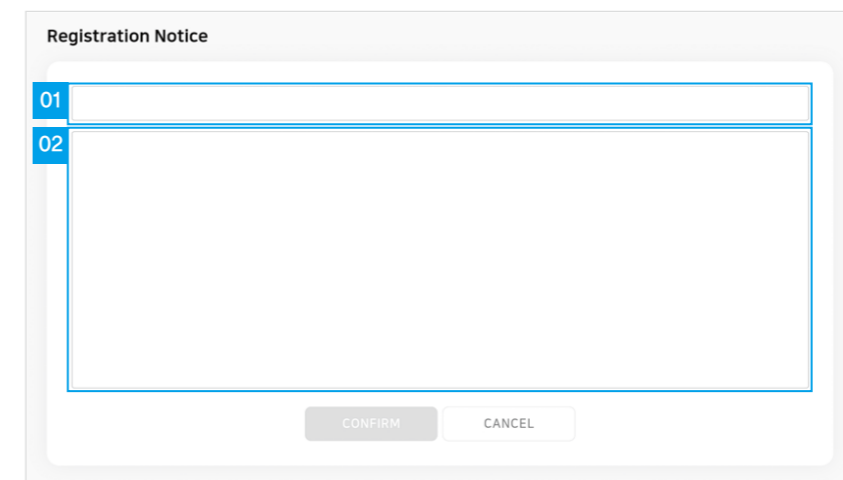
1. Announcement list: Displays a list of announcements registered in the center. Click an announcement to go to the detail screen.
2. Search for announcements: Search for registered announcements in the list.
3. Register notice: Register a notice for this center.

## Notice details



1. Notice details: Displays the title and content of the announcement.
2. Public(Open/Private): Select whether the notice is public or private.
3. Delete notice: Delete the announcement.

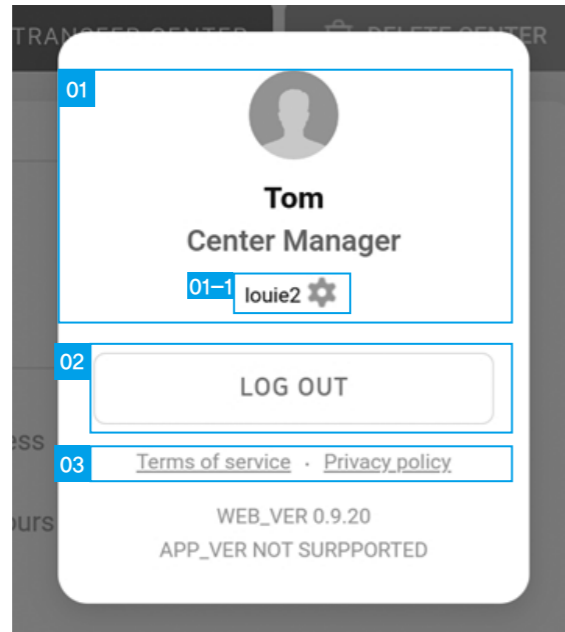
## Register a notice



1. Title: Enter a title to be registered.
2. Notice content: Enter the content of the notice to be registered.

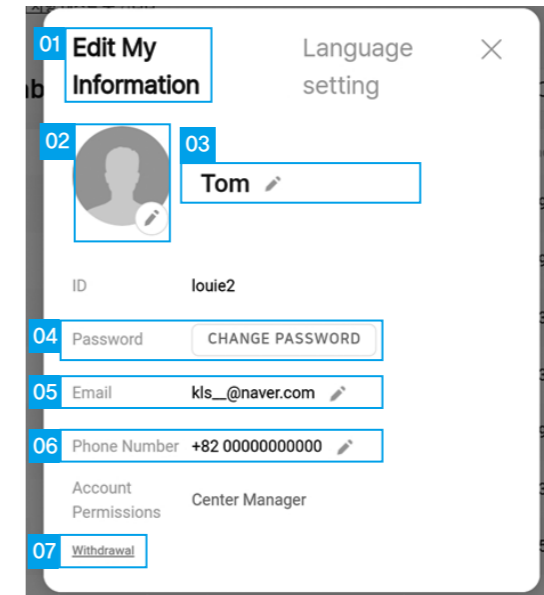
# Manage my information

Click your profile picture on the top right of the screen to view and edit your information and language settings.

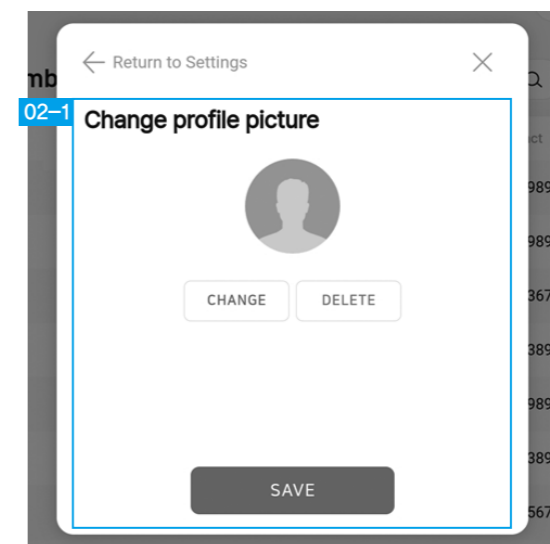


1. My information: Displays your profile picture, name, permissions, and account ID.  
01-1 Edit My Inform/Language Settings: Go to edit your information and language settings.
2. Log out: Log out of the account and go to the login screen.
3. Terms of service/Privacy policy: Check the Terms of service and Privacy policy.

## Edit my information



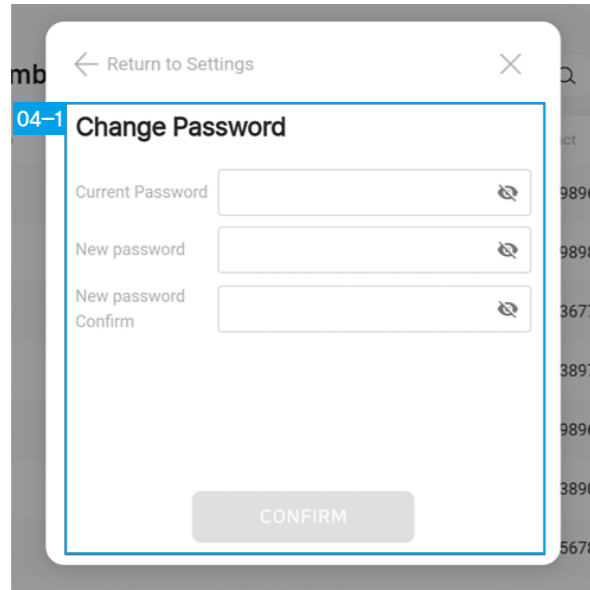
1. Settings menu: Provides the Edit My Information / Language Settings menu.
2. Profile Picture: Displays your profile picture and moves to the profile change screen in 02-1 when you click the Edit button.  
02-1. Change profile picture: Change or delete the set profile picture.




3. Name: Display your name and click the edit button [  ] to edit it.

4. Change password: Go to the password change screen.

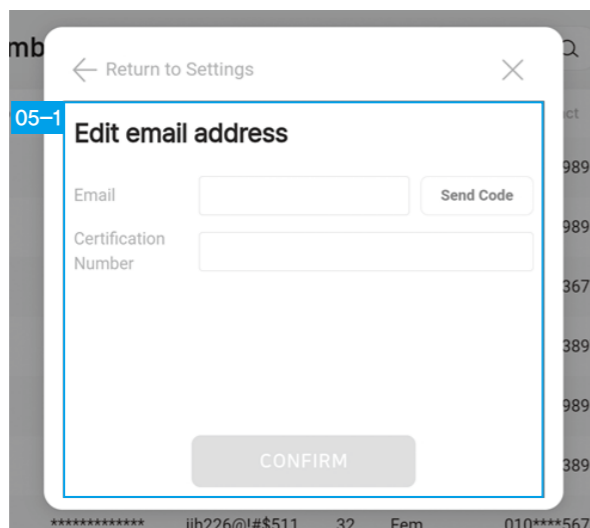
04-1. Change password: Current password, new password, confirm new password.



5. Email: Display your email address and click the edit button [  ] to edit it.

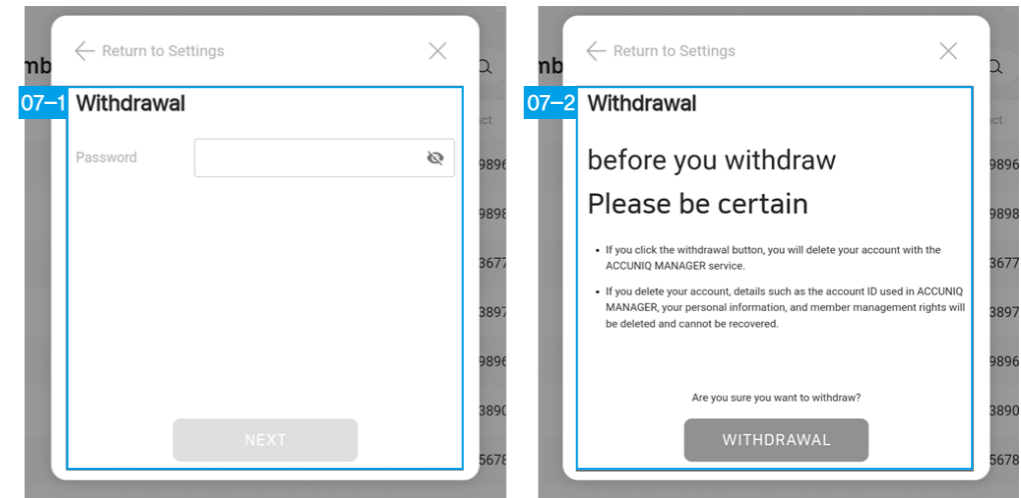
05-1. Change email address: Enter the email you want to change and send a verification number.

Enter the verification number you received in the email and change email address.



6. Phone number: Display your phone number and click the edit button [  ] to edit it.

7. Unsubscribe: You will be taken to the Unsubscribe screen.

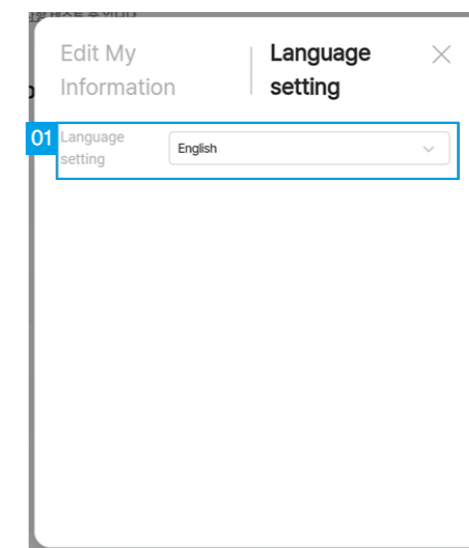


07-1. Cancel Membership: Enter your current password and go to the next screen.

07-2. Confirm withdrawal: Check the notice before withdrawal and withdraw your membership.

※ All details such as account ID, account, personal information, and member management will be deleted and cannot be recovered.

## Language Settings

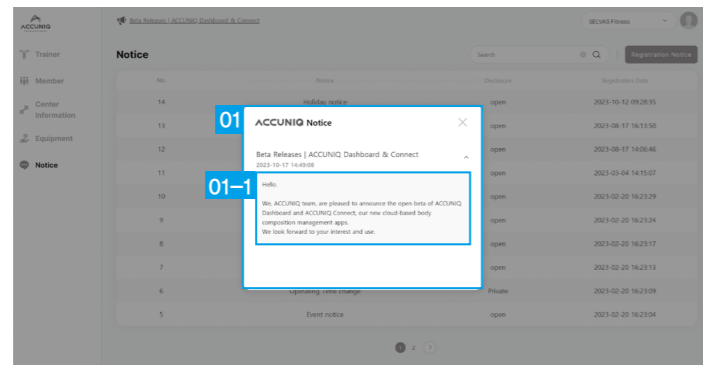


1. Set language: Select the language you want to set.

## Miscellaneous

### Check out ACCUNIQ notice

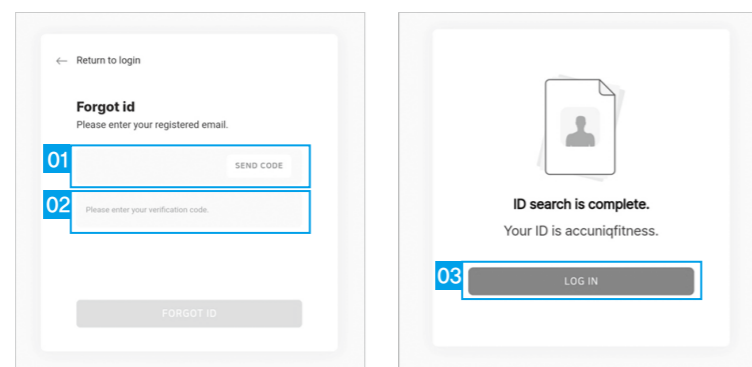
Click the megaphone icon in the upper left corner of the screen to display a list of notice from ACCUNIQ related to ACCUNIQ Dashboard.



1. System announcements: View ACCUNIQ Dashboard system-related announcements.
  - 01-1 Click on the detailed announcement to expand or collapse it to view the announcement details.

### Forgotten ID or password

On the login screen, you can use forgot username and forgot password.



1. Email: Enter the email you signed up with and receive a verification number.
2. Verification number: Enter the verification number you received in the email and select the Forgot ID button.
3. Login: Check your ID and log in.

## Frequently asked questions

1. Can I recover my body composition measurement data if I clear it?
 

Be careful when deleting the body composition measurement data, as it cannot be restored once it is deleted.
2. What happens to the data when a member withdraws from the ACCUNIQ Connect app?
 

If a member withdraws from the center, the data is deleted from ACCUNIQ Connect and cannot be recovered. Please be careful when unsubscribing.
3. What happens to the data when a person with a Trainer account withdraws?
 

If a person with Trainer account privileges withdraws, they will be deleted from the Trainer list, and related information such as Trainer ID and name will be permanently deleted from the server. Please be careful when withdrawing.
4. What happens to the data when a person with a Center Manager account withdraws?
 

Body composition data stored in individual member's ACCUNIQ Connect accounts will not be deleted even if the Center Manager withdraws. All other data will be permanently deleted from our servers. Please be careful when unsubscribing.
5. I registered for announcements, but the center member did not receive them in ACCUNIQ Connect.
 

Please check the following.

  - Please check if the center member has turned on push notifications for the ACCUNIQ Connect app.
  - Please make sure that the center member has updated the ACCUNIQ Connect app to the latest version.
6. The measurement result sheet of ACCUNIQ Dashboard and the paper result sheet held by the center are different.
 

ACCUNIQ Dashboard shows the body composition measurement results based on the latest result sheet version. If you want to purchase the result sheet outputted directly from the measuring device, please contact the place where you purchased the product.
7. What happens to the data measured by the device when the device is deleted using ACCUNIQ Dashboard > Device Management > Delete Device?
 

When you delete a device, the data measured by that device is permanently deleted from the server. Please be careful when deleting.
8. The measurement date measured by the device and the measurement date stored in ACCUNIQ Dashboard do not match.
 

If the 'standard time zone' stored in the Body Composition Analyzer is set incorrectly, synchronization may not be performed and the measurement date may not match with ACCUNIQ Dashboard. Please set the 'standard time zone' again.

[Setting the time zone]

  1. On the device, go to Admin Settings > Option Management > Cloud Settings > Time Zone.
  2. Press the 'Check Time Zone' button and scan the QR code with your smartphone to check the time zone of the area where the equipment is installed.
  3. Enter the time zone (UTC: Universal Time Coordinated) of the region where you are using the device and click Save Settings to save the time zone.



SELVAS Healthcare, Inc.

155, Sinseong-ro, Yuseong-gu, Daejeon, Republic of Korea 34109 Tel +82 42 879 3000 Fax +82 42 864 4462