

Dear Pulse user:

Over the past year, we've received a lot of feedback around connectivity issues seen with the Bluelab Pulse Meter. Due to this feedback, we've completely rebuilt the way Pulse devices talk to your phone and vice versa, and how this handles variations between different mobile devices.

You can access this new and improved experience through our new mobile app and Pulse firmware update, which specifically target the following issues:

- Unstable connections
- Repeated firmware updates
- Inability to find the device
- Needing to repair frequently with the Pulse
- Repeated restarts of the Pulse Meter

This new Pulse experience is set to officially launch in the coming months, but we are happy to announce that this is now available as an open beta for Android devices. You can opt into the beta by going to the Pulse page in the play store, scrolling down to the bottom and selecting Join beta. Once processed by Google you will then be able to update to the new beta software.

Once you've finished installing the beta app, you'll be prompted to update the firmware on the Pulse Meter; this is handled through the app

Unfortunately the app is not currently compatible with some newer **LG phones**, but we are working on this. If you have an LG Velvet you will not be able to find the app in the Play Store.

Want to know more before you download the app? Here are some FAQs about the new Pulse experience .

Q: What happens to my existing Pulse data?

A: All the data in your existing app will be transferred to the new app, although we always recommend doing an export to back it up before initiating any update.

Q: Is this new Pulse experience open to everyone?

A: Yes. If you have a Pulse meter and a phone, you are good to go.

Q: If I share my Pulse Meter with colleagues, can they all get the beta mobile app too?

A: if you are all signed up to the Android Beta, or if they have the latest version of iOS software, then yes !

Q: What new features can I expect to see?

A: For this release, we have focused on connectivity, so you will not see any other major features; however, there are some minor user interface changes.

Q: How do I contact Bluelab about any features I want added or any issues I am seeing?

A: In the app, you'll find a feedback button in the menu. Anything you write here will go straight to our development team.

Q: Can I get out of the beta if I'm experiencing issues?

A: Yes, simply unjoin the beta in the play store (bottom of the Pulse app page) then reinstall the released version from the Play store. Take the battery out of your Pulse Meter, then hold down the button on the Pulse and put the battery back in; pair with the newly installed app. This will force the firmware update that will take the Pulse back to the current released version.

Kind regards,

The Bluelab Innovation and Engineering Team.