Pedometer user manual
We’re proud to welcome you to Multiply’s pedometer community

As part of this benefit, you’ll automatically become a member of our online pedometer community, which is a fun and interactive forum for increasing your fitness and setting new goals. You can access the pedometer community by visiting

www.momentum.co.za/multiply, clicking on the ‘Fitness activities’ tab and then clicking on ‘Go to the Pedometer community’ button. What’s more, you’ll earn Multiply points every time you get stepping with your pedometer.

We’ve tested a number of leading products to offer you a device with optimal functionality, quality, durability and, most importantly, accuracy, whether worn in your shirt or pocket, clipped to your belt or in your handbag. Your device can also discern between normal and aerobic steps, making it easier for you to track exercise routines.
Setting up your pedometer

To upload your data from your pedometer to your computer, you need to install Multiply Datalink software. You will find this software on www.momentum.co.za/multiply, click on get active then go to Info centre. Click on Pedometer support and download the software for your operating system.

Once the software is installed, connect your pedometer to your computer and start uploading your steps. You will need an active internet connection in order to upload your steps to Multiply.

Before you start – installing your pedometer software

- You need to have administrative rights on your computer to be able to install Multiply Datalink.

- The application supports Windows XP Service Pack 3 and later releases of Windows Operating Systems.

- Your pedometer does not have to be connected while you install the Multiply Datalink application. Exit all existing active applications, including anti-virus software.
1. The Pedometer Datalink requires Microsoft.Net framework software to be installed on your computer in order to run. If the required software is not installed on your computer, an InstallShield wizard will appear. Click on ‘Install’.

2. A User Account Control dialog box is displayed, click on ‘Yes’ and wait for the Microsoft.Net installation to complete.

3. A screen displaying the software InstallShield wizard for Multiply Datalink will appear. Click on ‘Next’ to continue.

4. The dialog box for the End User Software License Agreement will appear. Read the Terms and Conditions and if you accept, please click on ‘I accept the terms in the licence agreement’.

5. Click on ‘Next’ to continue with the installation.

6. The Customer Information Screen will appear. Enter your information and click on ‘Next’.

7. The Setup Type screen will appear. Select the ‘Complete’ option and click on ‘Next’.

8. Click on ‘Install’ and wait for the Multiply Datalink software to be installed.

9. A User Account Control dialog box will display, click on ‘Yes’ to continue.

10. Once the installation has completed, the installation confirmation screen will appear. Click on ‘Finish’ to complete the installation.

11. The programme requires you to restart your computer. To do so, please click on ‘Yes’ to restart now or ‘No’ if you plan to restart later.
Launching Multiply Datalink

Once installed, your Multiply Datalink is listed as part of your program list on your Start menu.

To launch the Multiply Datalink:

1. Click on ‘Start’, then on ‘All Programs’.
2. Look for the Multiply Datalink folder.
3. Click on the Multiply Datalink option to launch.
4. For first time use, a User Account Control dialog box will be displayed, click on ‘Yes’.
Configure Proxy settings

If you are using your office network to upload steps from your pedometer, you may need to setup the proxy address your company uses to access the internet. If you do not have this info handy please ask your IT Support team to provide it to you.

To configure proxy settings:

1. From the Multiply Datalink, select ‘Settings’ from the top menu.
2. Choose the ‘Configure Proxy’ option.
3. Unselect the ‘Use Automatic Proxy Configuration’ option.
4. Capture your proxy configuration details and click on ‘Save’.
Register your pedometer → upload your steps

- Open the Multiply Datalink application.
- Connect your pedometer to your computer via the USB port. Your computer should automatically detect your pedometer.
- If your computer does not automatically detect your pedometer, click on 'File' and then click on 'Detect Device'.
- Choose the 'Register Pedometer' option.
- Register you pedometer by entering your Momentum website username and password and then enter a nickname.
- Click on 'Submit'.
- Remove and reconnect your pedometer to continue, if prompted to do so.
- Click on 'Start download'.
- The Multiply Datalink will then show a message saying 'Download Successful'.
- Close the Multiply Data link application and go to www.momentum.co.za/multiply to view your steps.
Your pedometer records data on both an hourly and daily basis. In both cases, the pedometer will stop recording data when a certain limit has been reached.

**Hourly steps**

In the case of hourly step counting, the pedometer will record a maximum of 11,520 steps in one hour (roughly 9 km to 9.4 km). Once this limit has been reached, the hourly step count (for both normal and aerobic steps) will stop. However, the pedometer will continue to count the overall number of steps taken during the day.

**Daily steps**

The pedometer is unable to record more than 99,999 steps in a single day (whether normal, aerobic or any combination thereof). This is approximately 60 km to 65 km. Once this limit has been reached, the pedometer will reset the daily step count to zero (for both normal and aerobic steps), and will resume counting steps as per usual.

The hourly step count will not be affected by daily step count limits.
### Troubleshooting tips

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Register your pedometer → upload your steps

Q How do I set up my pedometer

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• Install the battery according to the instructions in the Omron instruction manual included in the pedometer packaging.

• Insert the flash disk into the USB port of your computer. Remember that you must have administrative rights in order to install this software onto a computer.

• You can prevent interference from anti-virus software before and during installation by disabling the software. Remember to re-enable it on completion of the installation.

• A screen providing step-by-step instructions should appear automatically. If there is no such screen, refer to the instructions in the ‘Getting started’ section in this user manual.

• Remember that you cannot switch the pedometer off.

• The pedometer will start to count and display the number of steps you have taken after you have been walking for longer than four seconds.

• The pedometer will automatically reset to zero steps at 00:00 hours each day.

• Refer to the Omron instruction manual for instructions on wearing your pedometer for maximum accuracy.
How do I replace my pedometer if it is faulty?

- Please send the faulty pedometer to:
  Multiply Support Desk – Pedometers
  268 West Avenue
  Centurion
  0157

- Please include the following information with the pedometer:
  Your name
  Client number or ID number
  Contact number
  A physical address to receive a pedometer replacement

- The Support Desk determines the cause of the fault. If the pedometer is not faulty or if the damage is due to negligence, it will be sent back to you with appropriate feedback.

- If the pedometer is indeed faulty, a replacement pedometer will be sent to you free of charge.

How do I replace my pedometer if it is broken or lost?

You can purchase a new pedometer from the Multiply online shop – www.multiplyonlineshop.co.za

Alternatively, you can bring the pedometer to the Momentum Head Office in Centurion or drop it off at any of our Momentum branches.
Is my pedometer guaranteed?

- Your pedometer is under warranty for 24-months from date of purchase. The warranty applies only to normal use and excludes wear and tear, batteries and defects caused by negligence and abuse.
- Multiply will repair or replace pedometers with legitimate claims still under warranty.
- Queries can be directed to the Multiply service contact centre on 0861 88 66 00.

My pedometer displays ‘kcal’. What does this mean?

- Kcal, or kilocalories, is an old metric measurement for energy which has been replaced by kilojoule in the International System of Units. Although it doesn’t have official measurement status anymore, kilocalories is still used in some countries. The Multiply programme uses kilojoules for wellness-based measurements such as meal plans, nutritional advice and activity tips. Data uploaded from your pedometer is automatically converted from kcal to kJ (kilojoules).
What is an aerobic step?

- When you walk at a pace of more than 60 steps per minute for longer than 10 minutes, you are considered to be taking aerobic steps. Your aerobic steps will be counted from the beginning of the session as soon as you reach 10 minutes. If you break for a minute or longer, the aerobic mode will be deactivated and you have to start a new aerobic session.

- Please note that aerobic steps are not included as part of your total step count. So, if your pedometer reading states you have walked 10 steps during the day and three aerobic steps, your total step count remains, 10, not 13.

Will my pedometer work in my handbag, pocket or belt?

Yes, provided that you hold the bag tightly and the pedometer is properly secured.

What battery should I use in my pedometer?

The battery supplied with your pedometer should last at least six months if you take an average of 10 000 steps per day. Worn out batteries should be replaced with CR2032 (also known as DL2032) batteries, available at Dis-Chem, Yale Security Point, Builders Warehouse and other hardware or hobby stores.
How is my privacy and personal information protected?

Momentum voluntarily subscribes to section 51 of the Electronic Communications and Transactions Act and endeavours to treat personal information supplied by customers in accordance with this legislation. If you are a member of the Multiply Corporate Wellness Programme, your employer will have access to summarised information for statistical purposes only.

When I upload my steps will all my up to the minute data be uploaded?

If the upload is done today, only step data from 12 a.m. (midnight) and earlier will be uploaded.

By when and where will my uploaded step data be visible?

All uploaded step data will be visible immediately after upload on both the Multiply section of the Momentum website as well as the pedometer community.