

FitLinxx[®]

ActiHealth Frequently Asked Questions



The technology company that motivates people to live more active and healthy lifestyles!

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I. Section I

Device, Client, Logging, Website and other questions

Q. What are the USB Device & Client Software System Requirements?

A. A Personal Computer (PC) with any of the following Microsoft operating systems: Windows 2000, Windows 2000 Professional, Windows XP, Windows XP Home, Windows XP Professional, Windows XP Media, or Windows Vista Mac OSX. Or a PC with an Internet Connection (constant connection preferred) and Internet Access.

Q. The login entry fields (username and password) turn red when I try to log in. What am I doing wrong?

A. Make sure that you have the correct username and password. These credentials are required to access the site. Make sure that do not have the Caps Lock on.

Q. I type my user name and password, and the login box just goes blank, and I can't log in. What can I do?

A. Internet Explorer users:
Your privacy permissions under "Tools" > "Internet Options" must be set to Medium-High, or less, in order for us to enable cookies to be set for your user profile. We do not use tracking cookies. ActiHealth cookies are used for your personal profile.

Mozilla Firefox Users:
Go to "Tools" > "Options" > "Privacy" > "Cookies" to configure your cookie options. Your cookie options can be set to "Allow sites to set Cookies for originating web site only" or all cookies can be allowed.

Q. When I try to log in a message appears "You need to have JavaScript enabled to use this page." How do I correct this?

Internet Explorer users:
Go to Tools > "Internet Options" > "Security" > "Custom Level" > "Scripting-Active Scripting" > "Enable" AND "Scripting of Java applets" > "Enable" OR set your security to Medium-High or lower: "Tools" > "Internet Options" must be set to Medium-High

Mozilla Firefox Users:
Go to "Tools" > "Options" > "Content" > "Enable JavaScript"

Q. I tried to register my ActiPed (or any other device) and I got an error message that said my device was already registered?

A. Please check the device itself to ensure that you have entered the correct serial number. If the serial number is correct, check to see if the device has been registered already to your account by going to the Devices tab in your account. If it has been registered to your account, you will see the device listed in the "Registered Devices" area at the bottom of the page.

However, if the serial number on the device itself is not listed under "Your ActiHealth Devices", and you still receive this message then please contact FitLinxx via email at actihealth2@fitlinxx.com

Q. I am having trouble downloading the ActiLink client software?

A. If you are able to successfully download other files from the Internet then you should also not have any issue when downloading the ActiHealth Client software.

Please review the above computer compatibility requirements to make sure your computer is compatible.

Make sure that you check the "accept agreement" box on the "ActiLink Software User License Agreement."

Check your firewall settings. See the appropriate firewall document to help you with allowing permission for the ActiLink software to work with your specific firewall program.

Q. Can you send a CD with the ActiLink software?

A. Unfortunately, we do not send CDs. If you are unable to download the software, check your firewall settings and make sure that you check the "accept agreement" box on the "ActiLink Software User License Agreement."

Q. I have 2 accounts now with an old ActiPed and a new one. If I want to keep all the data from this first account, can I register my new ActiPed onto account #1? And if so, will it still register steps to both accounts?

A. FitLinxx devices can only be registered to one account at a time, so you cannot share data from 1 ActiPed with 2 accounts. However, one account can have two ActiPed registered to it. Thus you could leave one on your walking shoes, and one on your hiking boots, etc....

Q. How can I change my username?


A. Log on with your username and password. Go to the Account tab. You can change your username and other account information there.

Q. Can I view my ActiHealth account from a Macintosh? Linux?


A. Yes. You can use any of the following browsers: Internet Explorer 7, Mozilla Fire Fox or Safari. You will need to enable cookies. Your ActiHealth account may work on other browsers as well, but the browsers listed have been tested and approved.

Q. Why is my data not getting through to the web account? (Please note there are 10 possible answers below)

A1. Have you downloaded the ActiLink Software? In order to make your ActiLink USB device work properly, you need to download and install the ActiLink software on each and every computer you want to use with the ActiLink. Go to the Devices tab and click on the "Download Software" link in the "applications" area near the top of the page. Once you have downloaded the software, open or run the executable file (AHInstall.exe) to begin the installation. Once the install has completed, and if your connection to the ActiHealth network is established, you should see the ActiHealth icon in your system tray (usually the lower right corner of your screen). The icon should look like this: . If you see a different icon, see below.


A2. Have you checked to make sure your ActiLink is properly connected to your USB port? If the ActiHealth icon in your system tray (usually the lower right corner of your screen) looks like this: , then the ActiLink software cannot find your ActiLink USB device. Make sure the ActiLink is plugged into your computer's USB port correctly. If it is currently plugged in, you may want to try removing and re-inserting it into the USB port. If this doesn't work, please try another USB port on the computer. IF this doesn't work your computer may be too old to work with the ActiLink.

A3. Is your ActiPed registered? You need to go to your user account and check the devices tab. There you should see that the ActiPed that you are wearing has the same serial number that is in our account.

A4. Are you connected to the Internet? If the ActiHealth icon in your system tray (usually the lower right corner of your screen) looks like this: , then you either have a very strong firewall in place, or you do not have a connection to the Internet. Make sure you can go to an external web page, such as <http://www.google.com>. If you can get there AND your icon doesn't change, you have a security program that is not allowing the ActiLink software to send your data to the web.

This problem can be the result of an over ambitious firewall, Microsoft Vista or Anti-spyware/virus software. See *Firewall*.

A5. I run security/firewall type programs will this present a problem? Typically, security/firewall programs are designed to alert the user to applications that are attempting to transfer data to and from your PC. You may get a popup box asking for your permission on whether or not to allow the AHClient application to run. It is important to allow this if you want your data to move to your ActiHealth web account. See the appropriate firewall document for details on allowing the ActiHealth client software for your specific firewall.

A6. Does your PC log out automatically or did you log out? If you log off or if you are idle and timed out, the client will shut down. Log back in and make sure the AH icon is blue  in your system tray at the bottom of your screen. Then tap the foot with your ActiPed on it (to make sure it's awake) if you want your new data to offload.

A7. When I go into power savings mode or hibernation does everything still work? If the computer goes to sleep or into hibernation the power will be shut down to the ActiLink, turning it off. Bring your computer out of sleep or hibernation and then tap the foot with your ActiPed on it (to make sure it's awake), if you want your new data to offload. Note that the ActiPed will try to send new data once an hour of after it has been awake.

A8. Can I stop the ActiLink software popup messages? Yes. Right click on the ActiHealth icon on your task bar and select "Disable Popups."

A9. When I put the ActiLink personal access point in my computer I get the exclamation point symbol. It appears to be an issue with my firewall. How can I get beyond this? You are running a program called AHClient.exe. In most firewall applications you can give permission to specific programs for Internet access. You will need to grant permission to this program. Please see the supplemental firewall document for specific information on how to give permission to the client software on for this firewall.

A10. I have downloaded the ActiHealth client software, have a blue icon in the system tray, have both the ActiPed and ActiLink USB device registered, but nothing is showing up on the web page - my activity hasn't updated for numerous hours. What am I doing wrong? Is it possible that your ActiPed has not been active since the icon became blue? If so, that means that you may need to tap the ActiPed or walk around for the ActiPed to offload. Otherwise, it will go to sleep to save battery power.

Here is a trick that you can find in the "navigating the ActiHealth client" document (see supplemental documents on the Support page).

1. Right click on the blue AH icon in the system tray of your computer (located on the bottom right of your screen)
2. Click on the word About. You will see a window listing your "Registered Devices".
3. Highlight your ActiPed by clicking on the corresponding serial number. The word "present" may or may not appear on the right side of the window.
4. When your device is highlighted press the function key "F5". The word "offloading" should appear on the right side of this window. If the word "Offloading" does not immediately appear, then gently tap your foot/device to "wake it up."
5. Unless you have disabled ActiHealth popups then you will see a popup saying that your activity data has been sent to the ActiHealth Database.
6. Additionally, you may want to log in or refresh your ActiHealth homepage. If, in the "myMessages" area of the page, you see the words "activity data as of 0 mins ago", then you have successfully offloaded your activity data.

II. Section II

Properly Mounting the ActiPed

Q. How do I properly mount the ActiPed?

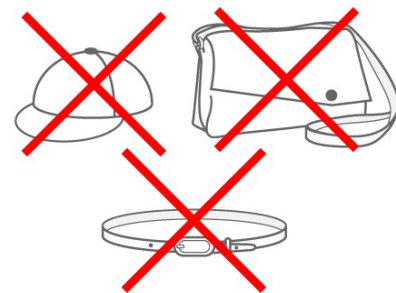
- See images to the right for reference. The ActiPed must be:
 - TOP-MOUNTED (Not on the side of the footwear or at an angle)
 - FLAT against the shoe.
 - SNUG (Should not move freely on the shoe)
 - Put the ActiPed on desired footwear prior to wearing so

you can quickly and easily move it to any shoe.

- If using lace shoes: place clip under as many laces as possible and towards the lower portion of your footwear. We recommend at least two points where the laces cross for best results.
- Mount the clip with the OPEN END pointing down TOWARDS the TOE.



YES!



NO!

III. Section III

Questions regarding the dashboard

Q. It appears that I am getting too many movement steps. How or why?

A. The ActiPed is very accurate in determining if you are walking, running or just shuffling around. Movement that is not walking or running is recorded as

movement steps. If you feel that you have excessive movement steps it is most likely an issue with how the ActiPed is mounted to your shoe. Review the instructions for how to properly mount the device on your shoe.

Q. When I walk or run a known distance the distance recorded on my dashboard is off.

A. The good news is that we are measuring steps and caloric burn. Our distance calculations are subject to variations in your gaits. The ActiPed is at least +/-20% accurate out of the box (as a comparison car odometers are +/-7% and good treadmills are +/- 5%)The ActiPed can be 98% accurate if a user walks/runs/jogs 1 mile and uses the calibration tool to reset the ActiPed.

To do this, follow these 3 steps:

- First, put the ActiPed on, walk a known distance at least 10 minutes in duration or 1 mile in distance, take the ActiPed off (we prefer one activity at a time since walking and running calibrations are different. So you could walk 1 mile. Wait 5 minutes then run one mile and then take the device off and sync with the AH database.)
- Second, sync with ActiHealth to view the distance that was recorded by the ActiPed.
- Last, use the distance calibration tool, located beneath each ActiPed registered in your Devices tab. Then follow the simple on-screen instructions.

Q. I went for a walk on a treadmill and my calories did not match the treadmill. Why is that?

A. (For this specific case, we will assume that you put your shoes on and then stepped onto the treadmill, completed your workout and took your

shoes off immediately afterwards.) The ActiPed is a very accurate caloric measurement device and uses scientifically proven proprietary algorithms to determine caloric burn. In particular, FitLinxx uses a scientifically proven method that measures the time your foot spends on the ground during each stride and uses this time along with your weight to precisely calculate calories burned. In order for this to be as accurate as possible, you must enter your weight into your profile on the ActiHealth.com Account page. This ensures that you will get a very good measure of calories burned. Most treadmills use your weight and a look-up table that combines weight with distance traveled and treadmill elevation to calculate calories. You must enter your weight into the treadmill before beginning your workout to get a decent reading. Even so, many treadmills can be off as much as 15% compared to the FitLinxx method, which uses foot contact time spent on the ground.

Q. I am meeting my step goal but seem to have trouble meeting my calorie goal. Why is this?

A. As described in the previous question, the calorie expenditure is based on your weight. While it is reasonable to set a common step goal for a group of people, the calorie goal is more individual.

Q. I do not run as an activity. Why do running steps and activity time show up on my dashboard?

A. Since you are wearing your ActiPed while you go about your daily life, certain activities may be interpreted as running. These include taking a quick first step as you get out of your chair, changing direction quickly as you turn a corner in your office, getting in and out of your car, etc.

Q. How many calories in a pound of fat?

A. There are 3,500 calories in a pound of fat, depending on individual body type.

Q. What is RMR and what do you mean by "resting calories"?

A. RMR is short for Resting Metabolic Rate. This is the amount of calories that you typically burn on a daily basis without additional activity. FitLinxx uses the Mifflin equations to calculate RMR. The parameters used are gender, weight, height, and age.

- o The Mifflin equations for RMR:

Man:	$(10 \times w) + (6.25 \times h) - (5 \times a) + 5$		
Women:	$(10 \times w) + (6.25 \times h) - (5 \times a) - 161$		
	w = weight (kg)	h = height (cm)	a = age

Q. How can exercise help me lose weight?

A. Exercise increases your total caloric burn. Additionally:

- o Exercise will make your body more efficient, helping you to better metabolize fat.
- o Exercise will improve your muscle tone, improve your balance, and help you sleep better.
- o Exercise is something you can control. Get just a little more active each day. Knowing your caloric burn is better than guessing!

Q. Can I manually log data?

A. Yes. See the entry section of the ActiveStats widget.

Q. I manually logged an activity, but it was incorrect. How do I correct it?

A. Right now you can't correct it and it's a bug we have are currently working to fix.

Q. Where do you get your information and/or calculations for caloric burn for the activities?

A. When you manually log any activity, it is converted into equivalent steps. We use the metrics that are followed by the American College of Sports Medicine (ACSM).

IV. Section IV

ActiPed Questions

Q. What type of footwear is best suited for the ActiPed?

A. The ActiPed can be used on all different types of shoes and sneakers. It is important to be sure that the ActiPed is mounted snug in the proper position - Flat on the top of the foot. Additionally, make sure that the open part of the clip is facing down towards the toes.

- o Note: Boots without straps and laces are tricky. Currently we recommend that you wear the ActiPed mounted on the top part/opening of the boot. As a word of caution, the ActiPed may capture only about 75% of steps when worn completely perpendicular to the ground.

Q. Will the ActiPed work on a bike/ elliptical machine/ stair climber?

A. The ActiPed will capture activity time with great accuracy, however it will not capture steps or miles during these activities, as they do not induce individual foot strikes, as do walking and running. Aerobic activity, from elliptical machines, bikes or stair climbers, is captured by the ActiPed as continuous activity with extremely low step counts and offloaded to the ActiHealth database as such. In combination with our software, we flag all continuous activity with low step counts, and allow for you to manually select the activity you participated in. This dialog is located in the "edit or add an activity" tab on the bottom of the ActiveStats widget. The ActiPed has captured the length of continuous activity and the system already has all the other variables such as weight, height, gender and age. After you select the actual activity you were doing, we update your data with accurate caloric burn information and equivalent steps. Equivalent steps are calculated based on the amount of steps that would equal the caloric burn of the activity that was actually performed.

Q. What if I go on vacation for 2 weeks, will my ActiPed capture all my activity data even though I am far away from my computer?

A. Yes, the ActiPed has a very good memory. It will remember and store all of your activity data on average for 21 days depending on how active you are. A Very active person's ActiPed may hold closer to 14 days worth of activity information. With a less active person, the ActiPed will hold closer

to 30 days worth of activity information. If for some reason you go longer than 30 days without offloading your activity information, the ActiPed will overwrite the new activity information over the old, starting with the oldest day of recorded information.

- o Note: You could take your ActiLink with you and download the ActiLink software to a compatible computer while on vacation, if available.

Q. How do I change the batteries in my ActiPed?

A. The batteries cannot be replaced with the current model of the ActiPed.

Q. How long will the ActiPed battery last?

A. The battery will last 10-24 months on average depending on the time that the device is awake (active). The more active you are, the quicker the battery will be depleted.

Q. I am wondering how water resistant (if at all) the device is?

A. The ActiPed device is designed to be water resistant and water proof, up to three feet. They can withstand splashing and puddles, or even walking on the beach.

Q. How is the ActiPed different than a pedometer?

A. Most pedometers work by using a simple pendulum method of counting steps. Any slight undulation will cause the pendulum to swing and count a step. Because of this, most pedometers are very inaccurate and can easily mistake small movements as steps. The ActiPed

works by measuring foot contact time with the ground. The ActiPed uses a patented method to measure the amount of time the foot is making contact with the ground, from when the foot strikes the ground to when it lifts off. With some complex algorithms the ActiPed can determine distance, calorie burn, activity time, and of course it can count the number of steps. Shaking the ActiPed will not "fool" the device, unlike most pedometers.

Q. My ActiPed has not off-loaded in a few days, is there a way to manually offload my activity data?

A. Yes, there is a way to manually offload your activity data. First, be sure you have the latest version of the client software.

- To get the latest version of the client software right click on the AH icon in the system tray. Click on the word "About". A window should appear that shows all ActiHealth devices registered to you. Below this list of devices should appear the words "OK", "Update" and "Uninstall". Click the word "Update".

Or:

- Go to the Devices tab on your ActiHealth homepage and download the ActiLink Software, in the "applications" area near the top.
- Right click on the blue AH icon in the system tray in the bottom right hand of your computer.
- Click on the word About. You will see a window listing your "Registered Devices."
- Highlight your ActiPed by clicking on the corresponding serial

number. The word "present" may or may not appear on the right side of the window.

- When your device is highlighted press the function key "F5". The word "offloading" should appear on the right side of this window. If the word "Offloading" does not immediately appear, then gently tap your foot/device to "wake it up". Unless you have disabled ActiHealth popups then you will see a popup saying that your activity data has been sent to the ActiHealth Database.
- Additionally, you may want to log in or refresh your ActiHealth dashboard. If, in the "myMessages" area of the homepage, you see the words "activity data as of 0 mins ago", then you have successfully offloaded your activity data.

Q. Can I have multiple users using one ActiPed?

A. No, the system is designed to allow only one person per ActiPed and account to provide activity and health data.

Q. What if I have more than 1 member in my family with the Wireless Activity monitor device - if everything is wireless how does it know which person to read individual information from? Is each USB paired with the each shoe clip?

A. Each member of your family can share the same USB wireless access point that is plugged into your computer. Each member does need to have his or her own Activity Monitor/ActiPed. Each ActiPed will be

associated with and registered to its own account. For example, Billy has his account, Brett has his, and Brittany has hers. The serial number that appears on the device, or that is enclosed with the device, determines which activity data goes to which account. Yes, it is all wireless, but the devices are the differentiators to associate the appropriate data and activity with the appropriate user.

Q. How does Day Light Savings Time affect my ActiPed?

A. It will slightly affect the time, but only temporarily. Your ActiPed gets its time synced when it comes in contact with the ActiHealth client. Daylight savings time happens at 2:00 am on Sunday. If your ActiPed does not come in contact with a client until the following Monday, all the steps you did on Sunday will be an hour off.

V. Section V

ActiScale Questions

Q. How often does the ActiScale offload?

A. The scale will attempt to find the PC every ten minutes until it offloads the data. Once the data is off-loaded, the scale then looks for the PC once a day to see if there is anything that needs updating such as time of day, new configurations etc.

Q. How many weights does the ActiScale store?

A. It will store 200 weights. Thus, if you are not connected to the Internet for up to 200 weight readings then data will be stored and off-loaded once you connect.

Q. I'm not getting readings on the ActiScale it just says "err". Why?

A. You will need to tap the scale and wait for it to display "0.0". Once you see "0.0" the scale is calibrated and ready for use. Step on the scale and wait until the number stops moving and flashes at you. You are then "locked in" and the weight is stored. When you step off the scale, if the weight goes to zero, then you did not stand on the scale long enough to capture a weight reading.

Q. The weight on the ActiScale takes a long time to lock in. Why?

A. The problem may be the surface that the scale is placed on. Make sure that there are not cracks (tile grout) in your bathroom tile and the scale should be stable. The scale will not be accurate if placed directly on carpeting. If you only have carpeting, place a hard surface between the carpet and the scale for best results.

Q. How do I change the batteries in the ActiScale? How often should I change them?

A. The scale will say low when the batteries are consumed. You can also look at your account devices section to view the battery utilization for each device.

Q. What is the wireless range of the ActiScale?

A. 100 feet unobstructed or 30 feet if there are walls in between the scale and the computer with the ActiLink.

Q. I changed the battery and my weight didn't read correctly. Why?

A. The first time after a battery change, the scale needs to go find out what time it is. Make sure your PC is on and go take

another weight measurement. Then your weight reading will be accurate.

Q. Why do I have to confirm the weight on my scale?

A. Because the weight is outside of your boundary condition and someone else may have stepped on it. We want you to confirm the weight because incorrect data is not helpful to anyone.

Q. Under my devices, the ActiScale appears to be registered, however, no data is showing up when I log in. Why?

A. There are a few reasons for this to occur:

- Ensure the ActiScale is indeed registered AND that it is the correct serial number
- Where is the scale located? Is your computer further than 100 feet unobstructed, or 30 feet if there are walls? If so, you may consider moving the scale closer to your computer.
- Is your ActiLink or Access Point plugged into your computer? Is it in the rear or in the front? Check to ensure it did not accidentally become dislodged or disconnected.
- When you take the weight reading, are you on a flat surface? It is not recommended to use the scale on carpeted areas.

If all of these do not seem to resolve the issue, try the following test:

- First: weigh yourself by following the directions from the manual that came with the ActiScale. You will need to tap the scale and wait for it to display "0.0." Once you see this, the scale is calibrated and ready for use. Step on the scale and wait until the number stops moving and flashes at you. The

weight is then "locked in" and stored. When you step off the scale, if the weight goes to zero, you did NOT stand on the scale long enough.

- Second: Move the scale directly in front of your ActiLink or Access Point at your computer. Then grab a few books and weigh yourself again.

VI. Section VI

Widget Questions

Q. How does the ActiveScore widget work?

A. The ActiveScore widget allows you to compare your activity level to guidelines established by the US Centers for Disease Control (USCDC). The USCDC recommends at least 30 minutes of "moderate" level activity at least 5 days a week or 20 minutes of "vigorous" level activity at least 3 days a week. Vigorous activity is defined as any activity that burns more than 7 calories per minute while moderate activity is defined as any activity that burns 3.5-7 calories per minute. You will earn 1 ActivePoint per minute of moderate activity and 2.5 ActivePoint per minute of vigorous activity. The goal is to earn at least 150 ActivePoint per week.

Please note that this widget measures activity in weekly increments and must be viewed in that way. You can pick a week by using the arrows provided. You can also view your lifetime ActiveScore by going to the "lifetime" tab. The widget will show vigorous activity as a red bar and moderate activity as a blue bar.

Q. Why doesn't an activity I've logged in my ActiveStats widget appear to be added to my totals?

A. Activities entered in their ActiveStats widget can take up to 10 minutes to be

added to your totals, including ActiveOdometer and ActiveBests widgets. Please wait for your homepage to update if you haven't seen the data added yet.

Q. How does the ActiveBests widget work?

A. The ActiveBests widget displays your personal daily bests and the date you achieved them in the categories of steps, distance, calories burned and activity time. The widget will display your best achievement in each category and the date it was achieved.

Q. How do I use the ActiveStats widget?

A. The ActiveStats widget is designed to help you monitor and manage daily activity. It contains 3 sections:

- The first section (top left) tracks daily steps, distance, activity time and calories and compares them to goals that you set in the "edit widget" tab below. Easy-to-read progress bars are provided that change color based on the progress you make. Green means you have met or exceeded your target, yellow means you are 20-80% of the way there and red means you have achieved less than 20% of your target.
- The second section (top right) is a bar graph that gives you a visual representation of your activity in 20-minute increments. The bar graph changes based on the area that you mouse-over in the left section. For example, if you mouse-over steps in the left section, the graph will plot steps. If you mouse-over calories, it will plot calories.
- The third section (bottom left) tracks the different types of activities you've performed. This section will list the activities by

activity type and show you the breakdown of steps, time spent, calories burned and distance traveled within each. Activities automatically tracked by the ActiPed include running (greater than 7 mph), walking (2-7 mph) and "moving" (slow-walking less than 2 mph, or shuffling activities).

The ActiPed records activity based on the foot striking a surface. When an activity does not have a pronounced foot strike it will categorize this activity as "moving" and will record the time of the activity, but not the type of activity. Examples include elliptical machine and biking. "Moving" activities greater than 7 ½ minutes in duration are grouped as an "activity" and can be manually re-defined under the "edit or add an activity" tab. Items in this area will be set to "unspecified event" by default and can be changed to what the actual activity was by selecting it from the drop-down list. Once submitted, your data will be updated with "equivalent" steps, calories burned and distance based on the activity selected.

We have also supplied an area that can be used for manually entering activities that weren't recorded by the ActiPed, such as swimming, yoga, or rowing, or if you should forget to wear it one day. Simply choose the activity from the drop-down list on the left, choose the day you performed this activity, and set the start and end time. We will automatically update your data based on this information.

Q. How do I use the ActiveGoal widget?

A. The ActiveGoal widget is designed to let you challenge yourself over a defined period of time. It allows you to set personal short-term goals for steps, distance, activity time or calories. For example, you may want to burn 1,000 calories in the next week or take 15,000

steps in the next 2 weeks. It's a great way to keep you focused and motivated.

Q. How does the ActiveOdometer widget work?

A. The ActiveOdometer widget tracks your lifetime results for steps, distance, calories burned and activity time. It shows a running total for these categories from the first day you start using ActiHealth. You can use the "edit widget" tab on the bottom of the widget to change the focus of the large top odometer.

Q. Why can't I enable the ActiveCommunity widget and why won't the invite or accept popup appear?

A. This is due to the security setting in the Internet Options/Advanced setting "http 1.1 through proxy" (left unchecked). This setting disallows the dialog popups to appear associated with these widgets.

VII. Section VII

Miscellaneous and general questions

Q. The website doesn't appear to be displaying correctly, what is going on?

A. Please ensure you are using the latest version of your browser. Browsers with full support are Mozilla Fire Fox, Internet Explorer 7, and Safari. Internet Explorer 6 is supported but may need to be updated. Or you may need to upgrade your browser to the latest version available.

Q. The ActiPed is so great, has it won any awards or been reviewed by anyone?

A. Yes! In 2007, Consumer Health World voted Best Monitoring Device/Service for Patients/Consumers the ActiPed and ActiHealth system! Consumer Health

World is an organization that focuses on connecting consumer healthcare organizations via conferences, trade shows and media. The award was presented to FitLinxx during the Consumer Health World Show.

Additionally, our partner A&D Medical has been recognized for their product line featuring FitLinxx technology in 2009. Numerous other customers and partners have been recognized within the media for their use and participation of programming with our products and services.

Q. I have the ActiPed through my corporate program at work. Is there any way I can purchase one for a family member or friends?

Yes! We have received many requests asking when the ActiPed devices would be made available to members of facilities that have not upgraded to the ActiPed product line. We are happy to announce that they can be purchased either online and in-store at Amazon and Costco. These have been made available through our partnership with A&D Medical.

Amazon link:

<http://www.amazon.com/LifeSource-XL-20-Wireless-Activity-Monitor/dp/B0011DY516>

Costco link:

<http://www.costco.com/Browse/Product.aspx?ProdId=11319001>

Please note that the devices will communicate with only the Life Source application or the ActiHealth database, which is separate from the FitLinxx Facilities databases. Therefore, the data that is captured from the ActiPed will only be uploaded to the ActiHealth database and will NOT be will connected to the activities uploaded to your Fitlinxx account.

Q. What is a proxy server?

A. A proxy server, as defined by wikipedia, is a server (a computer system or an application program) that services the requests of its clients by forwarding requests to other servers. A client connects to the proxy server, requesting some service, such as a file, connection, web page, or other resource, available from a different server. The proxy server provides the resource by connecting to the specified server and requesting the service on behalf of the client. A proxy server may optionally alter the client's request or the server's response, and sometimes it may serve the request without contacting the specified server. In this case, it would 'cache' the first request to the remote server, so it could save the information for later, and make everything as fast as possible. A proxy server that passes all requests and replies unmodified is usually called a gateway, sometimes a *tunneling proxy*. A proxy server can be placed in the user's local computer or at various points between the user and the destination servers or the Internet.

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This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operations. Changes or modifications not expressly approved by the party responsible for compliance could void the users authority to operate the devices.

This device is covered by one or more of the following patents: 6336365, 6018705, 6052654, 6493652, 6298314, 6560903, 6611789, 6536139, 6876947, 6882955, 7187924, 7466979 and patents pending.

European Wireless EU Declaration of Conformity: This wireless device complies with the specifications EN 300 440-2, EN 301-489, and EN 60950 following the provisions of the R&TTE Directive.

Specifications subject to change without notice.