

# Withings Thermo

## Smart Temporal Thermometer

Installation and Operating Instructions



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## Important Notice

By using your Withings Thermo you expressly agree to the Withings Services Terms and Conditions available on our [website](#).

# Minimum requirements

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## Internet access

A personal home Wi-Fi router connected to the Internet is required to set up your Withings Thermo if you set it up in Wi-Fi.

Your Wi-Fi router must be 802.11. b/g/n/ on a 2.4 GHz frequency. 5 GHz networks are not supported. For more details about Wi-Fi router compatibility, refer to “Specifications” on page 51.

## Smartphone or device

An iOS or Android device (with operational Bluetooth and Wi-Fi or 3G/4G) is required to:

Download the Withings Thermo app

- Set up your Withings Thermo
- Access your data
- Get personalized advice

For device compatibility information, refer to “Specifications” on page 51.

## OS version

You need iOS 8 (or higher) or Android 5.0 (or higher) to install and run the Withings Thermo app.

# Withings Thermo description

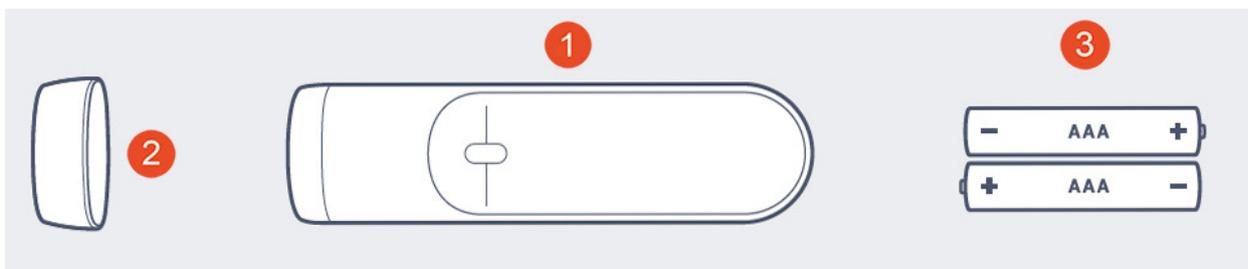
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## Overview

The Withings Thermo is the most advanced temporal thermometer in the world. Not only does it have a sleek design, it is also really easy to use, accurate and hygienic. Thanks to the HotSpot Sensor™ technology, you simply have to press the button and run your Withings Thermo across your forehead. Its 16 infrared sensors will take 2,000 measurements per second, and provide you with an accurate measurement.

Your measurements are sent to the Withings Thermo app automatically, along with those of your family members. You can also add additional information there such as symptoms experienced or medicine you're taking, and get insights as to what you should do.

## Box contents



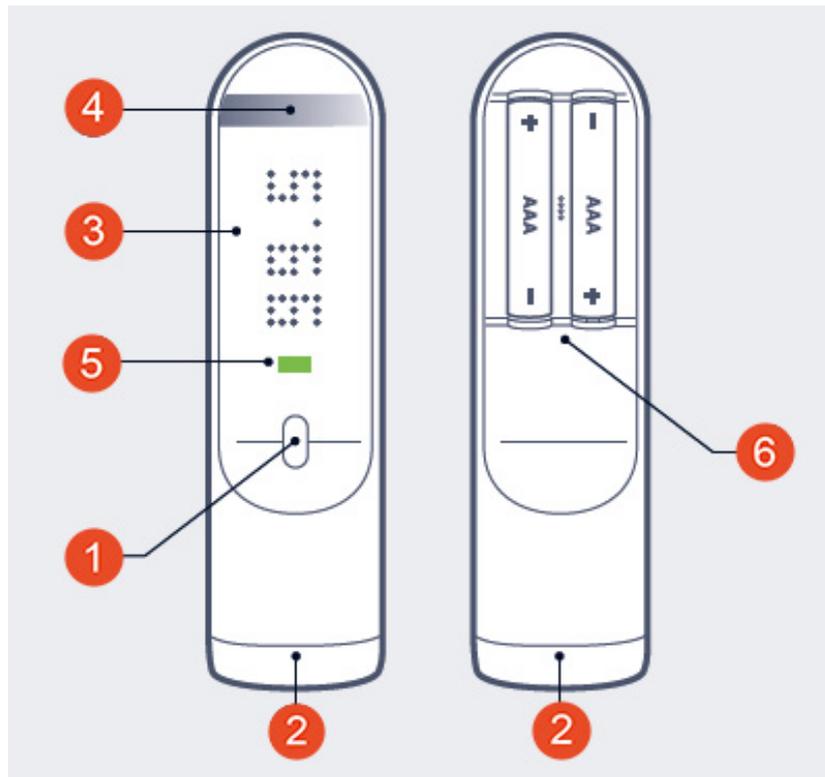
(1) Withings Thermo

(2) Protective cap

(3) AAA (LR03) batteries  
(already inserted)

Note that a Quick Installation Guide is also included in the box.

## Product description



(1) Main button

(2) Sensor

(3) Screen

(4) Touch-sensitive area

(5) Diagnostic LED

(6) Battery cover

# Setting up my Withings Thermo

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## Installing the Withings Thermo app

If the Withings Thermo app is not already installed on your device, perform the following steps:

1. Type [thermo.withings.com](https://thermo.withings.com) in your device's web browser.
2. Tap **Download** on the App Store or on Google Play.
3. Tap **GET**.  
The installation process starts.

When a new version of the Withings Thermo app is available, you will automatically be prompted to update it.

## Installing my Withings Thermo

The Withings Thermo can be installed on multiple accounts but it has a limitation of eight users.

### I'm new to Withings

If you don't have a Withings account yet, perform the following steps:

1. Open the Withings Thermo app.
2. Tap **Join**.



3. Enter your email address and the password you have chosen for your new Withings account. Tap **Create**.
4. Enter your name, gender and date of birth, and tap **Next**.
5. Enter your height and weight, and tap **Next**.

6. Select an avatar if you would like to, or tap **Next**.

< Profile Picture



CHANGE THE AVATAR

NEXT

7. Add extra family members if you would like to or tap **Next**.  
You can add other family members later on if needed.

Family members



ADD MEMBER

NEXT

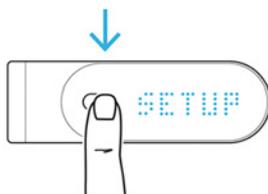
8. Tap **Next**.

9. Press and hold the button for 8 seconds until the display shows "SETUP".

Cancel Installation



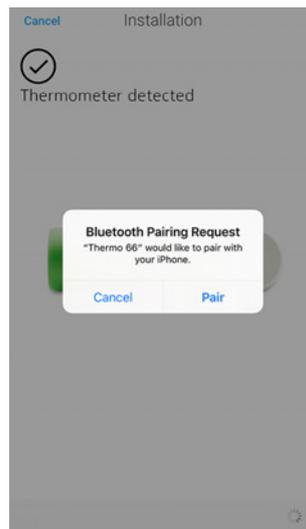
Press and hold the button until the display shows "SETUP".



NEXT

10. Tap **Next**.

11. Tap the Withings Thermo you want to install from the popup window (iOS only).



12. Tap **Quick setup** to use the Wi-Fi network already configured on your device or **Setup another network** if you want to use another one.

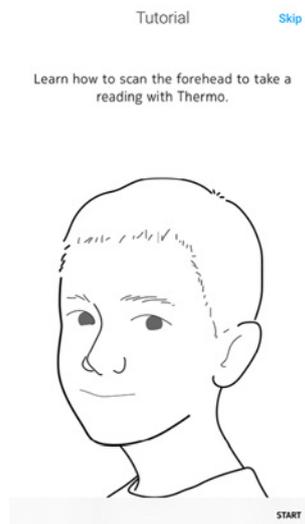


For Bluetooth use, tap I don't have a Wi-Fi network.

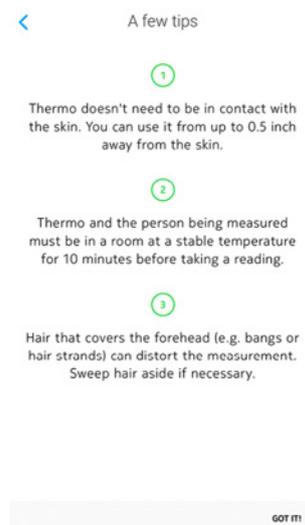
13. Tap Next.



14. Tap **Start** to watch the tutorial or **Skip** to skip it.



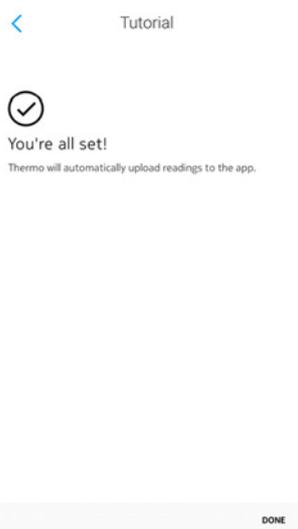
15. Tap Got it!



16. Tap **Next** to watch the tutorial or **Skip** to skip it.



17. Tap **Done**.

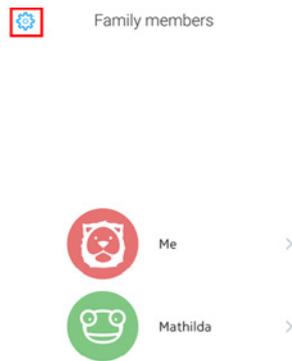


### **I already have a Withings account**

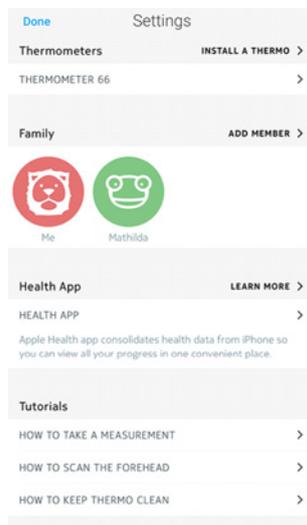
If you already have a Withings account, perform the following steps:

1. Open the Withings Thermo app.
2. Log in to your Withings account.

3. Tap Settings.



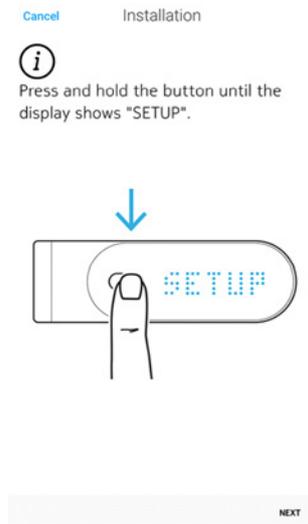
4. Tap Install a Thermo.



5. Tap Install.

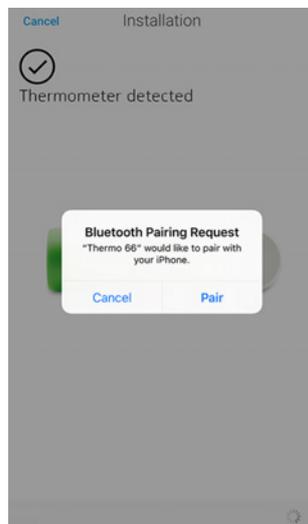


6. Press and hold the button for 8 seconds until the display shows “SETUP”.



7. Tap **Next**.

8. Tap the Withings Thermo you want to install from the popup window (iOS only).



9. Tap **Quick setup** to use the Wi-Fi network configured on your device or **Setup another network** if you want to use another one.

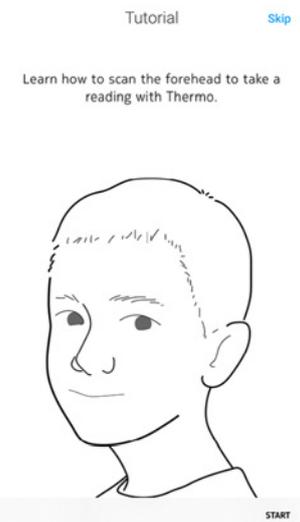


For Bluetooth use, tap **I don't have a Wi-Fi network**.

10. Tap **Next**.



11. Tap **Start** to watch the tutorial or **Skip** to skip it.



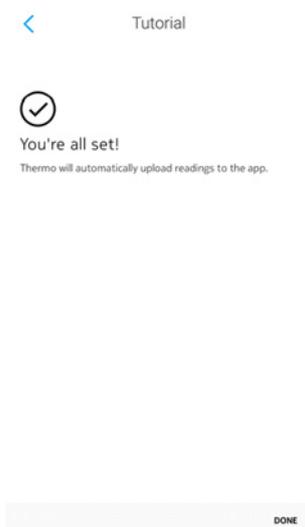
## 12. Tap Got it!



## 13. Tap Next to watch the tutorial or Skip to skip it.



## 14. Tap Done.



# Customizing the settings of the Withings Thermo

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## Changing the configuration of your Withings Thermo

You may need to change the configuration of your Withings Thermo:

- If you want to use a different Wi-Fi network,
- If you've changed the name or password of the Wi-Fi network you use,
- If you want to switch from a Bluetooth configuration to a Wi-Fi configuration.

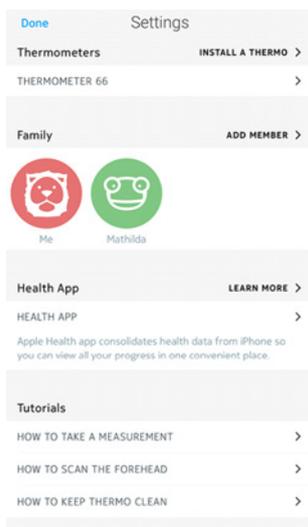
If you want to switch from a Wi-Fi configuration to a Bluetooth configuration, you'll need to dissociate your Withings Thermo and install it again from scratch. Refer to [“Dissociating my Withings Thermo” on page 44](#) for more information.

To change your configuration, perform the following steps:

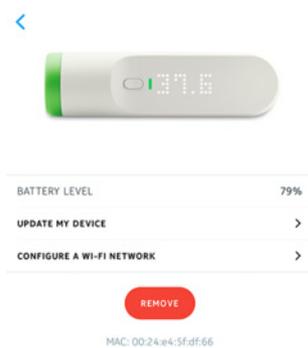
1. Open the Withings Thermo app.
2. Tap **Settings**.



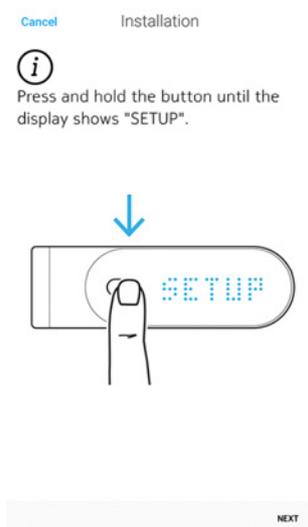
3. Tap the name of your Withings Thermo.



4. Tap Configure a Wi-Fi network.



5. Press and hold the button for 8 seconds until the display shows "SETUP".



6. Tap Next.

7. Tap the Withings Thermo you want to install.

8. Tap **Quick setup** to use the Wi-Fi network configured on your device or **Setup another network** if you want to use another one.



If you want to set up your Withings Thermo in Bluetooth, tap **I don't have a Wi-Fi network**.

9. Tap **Allow**.
10. Tap **Done**.



## Changing the units

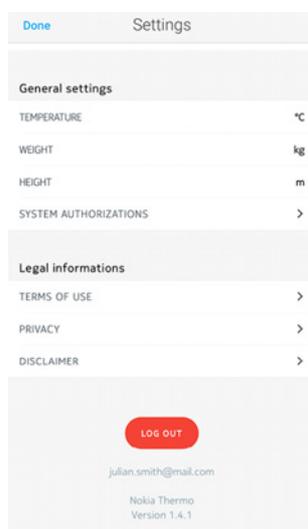
To select the temperature unit (Celsius or Fahrenheit), perform the following steps:

1. Open the Withings Thermo app.

2. Tap Settings.



3. Tap the unit set you want to change.



4. Tap the unit you want to use.

5. Tap the unit set again to validate.

The Withings Thermo and the Withings Thermo app have to communicate once before the temperature unit change is reflected on the display of your Withings Thermo.

Note that if your Withings Thermo is linked to several accounts, you'll have to change the temperature unit on both accounts for the change to be reflected on the display of your Withings Thermo.

## Changing the system authorizations (iOS only)

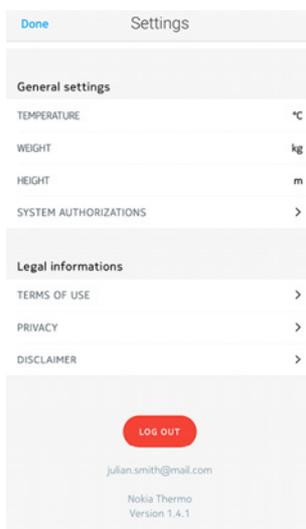
You can change system authorizations at any point, for example if you need to disable access to mobile data on your mobile device before going away in a foreign country.

To do so, perform the following steps:

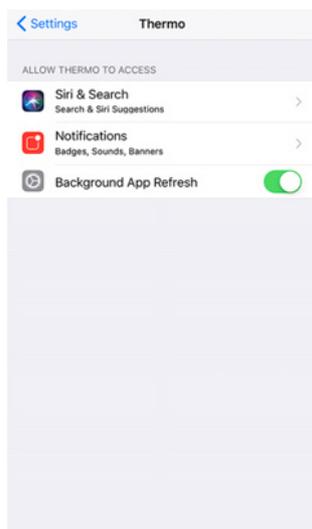
1. Open the Withings Thermo app.
2. Tap **Settings**.



3. Tap **System authorizations**.



4. Disable or enable the authorizations you want.



# Using my Withings Thermo

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## Before taking a measurement

Make sure you follow these guidelines before taking a measurement:

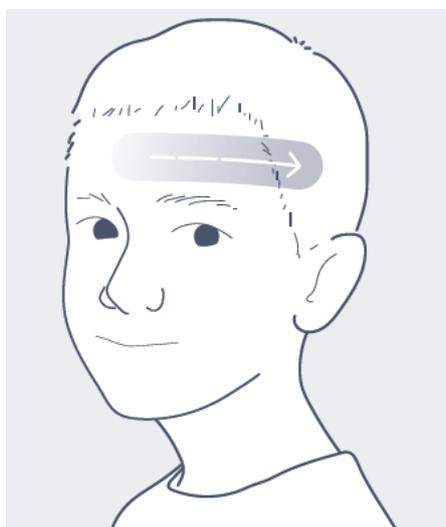
- The user and the Withings Thermo have to remain in the same ambient temperature for ten minutes before taking a measurement.
- The measurement has to be taken on dry skin. Sweaty skin could impact the results.
- Wait at least fifteen minutes after a workout before taking your measurement.
- If you're taking the temperature of a baby, make sure you wait at least fifteen minutes after nursing him/her before taking a measurement.
- Do not take a measurement on a premature baby.

## Taking a measurement

To take a measurement, perform the following steps:

1. Remove the protective cap.
2. Press the button of your Withings Thermo.
3. Scan across the forehead in a straight line, starting from the center of the forehead.

Direct contact with the skin is not necessary. The Withings Thermo can be up to 1 cm (0.5 in.) away from your skin.

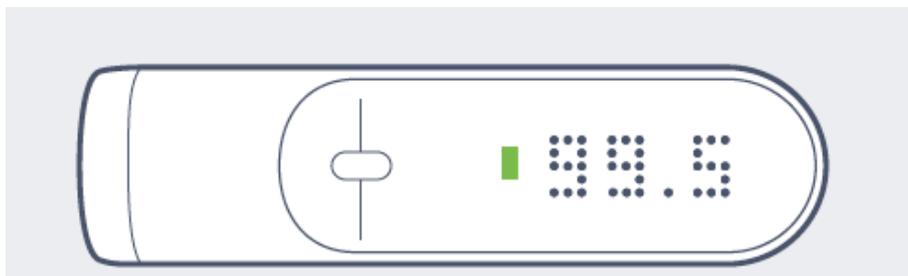


The Withings Thermo vibrates at the end of the measurement and the result comes up on the display. You can then assign the result, either [from the device](#) or [from the app](#).

## Assigning a measurement

To assign a measurement from your Withings Thermo, perform the following steps:

1. As soon as the temperature comes up, slide your finger up or down on the touch sensitive area of the display to select the correct user.

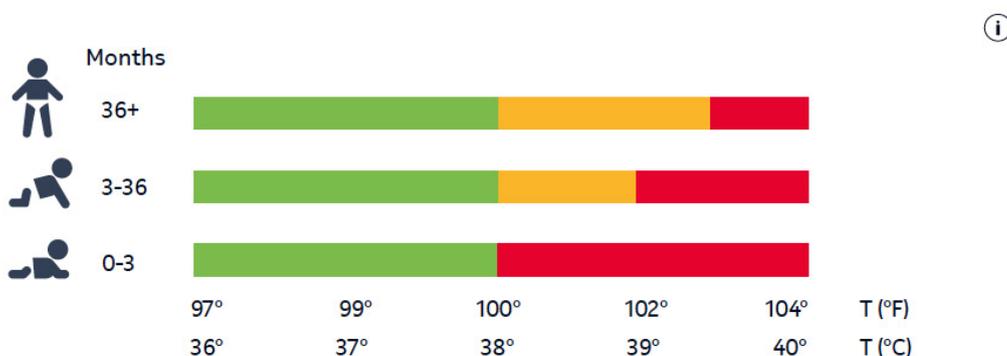


2. Press the button to confirm your choice.  
The fever status LED turns on. Your Withings Thermo will power off after a few seconds. Your measurement is sent to the app after your Withings Thermo turns off.

## Understanding the fever status LED

The color of the LED indicates at a glance whether or not the person has a fever. This is based on the temperature and the user's age range. The severity of the fever is also clearly visible based on the color shown.

You'll find below the fever status for each age range:



## Viewing the history of my measurements

Once you've assigned a measurement from your Withings Thermo, you can check the history of measurements for the user. To do so, slide the touch sensitive area of your Withings Thermo from bottom to top to go back in time.

You can see the last five measurements taken in the past 72 hours.

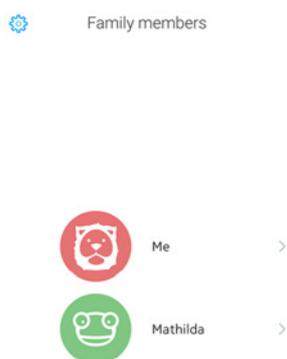
# Using the Withings Thermo app

## Viewing the Timeline

### Timeline overview

All users of the Withings Thermo app have a Timeline of their own. The purpose of the Timeline is to keep track of one's temperature throughout the weeks and to record various information about one's health (symptoms experienced, medicine taken, pictures and notes).

To view a Timeline, you simply have to log in to the Withings Thermo app and tap the name of the person whose Timeline you want to check.



### Viewing the Timeline

The Timeline contains a list of various items, sorted by date and time. Here's the list of items you might see in your Timeline:

Icon	Item type	Description
	Fever status	Indicates a temperature measurement in the normal range
	Fever status	Indicates a temperature measurement corresponding to a mild fever
	Fever status	Indicates a temperature measurement corresponding to a high fever
	Notes	Indicates that you've added a note, medicine you're taking, symptoms you're experiencing, or a picture

## Viewing the Calendar view

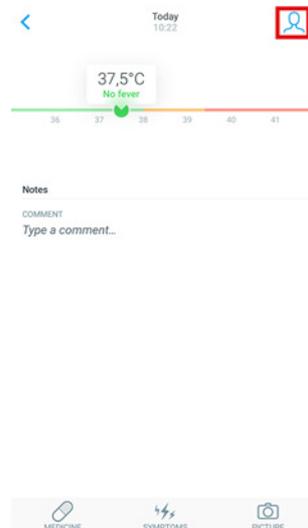
Tapping the calendar icon allows you to display the calendar view of your Timeline.

This view doesn't offer as much detail as the Timeline but is a great way to know how often you have a fever. This is particularly helpful with younger children as it is important to keep track of fever episodes.



## Viewing the detailed view of a measurement

You can see additional information about a temperature measurement by tapping it from the Timeline.



When you do, you will see:

- The date and time of the temperature measurement
- A button allowing you to reassign the measurement, if necessary
- The temperature itself with a diagram indicating the fever status
- A field allowing you to add a comment
- Buttons allowing you to attach extra information to the measurement, such as medicine, symptoms, and/or pictures

# Adding Timeline items

## Adding manual temperature measurements

While any temperature measurement taken with the Withings Thermo is automatically sent to the appropriate user's Timeline, you also have the option to add manual temperature measurements. To do so, perform the following steps:

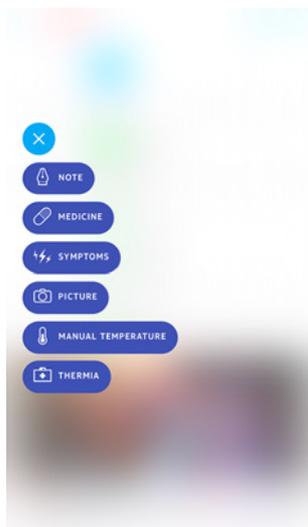
1. Open the Withings Thermo app.
2. Tap the name of the person whose temperature you want to add.



3. Tap +.



4. Tap Manual temperature.



5. Touch and drag the bubble to select the correct temperature and tap Done.

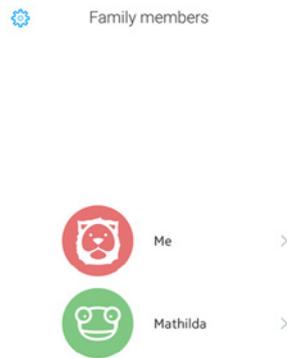


### Adding a note

You can add notes to your Timeline, if you want to keep track of how your symptoms are evolving, for example. To do so, perform the following steps:

1. Open the Withings Thermo app.

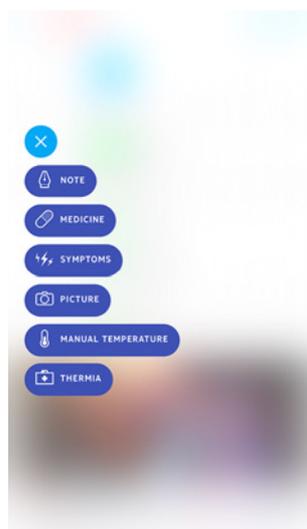
2. Tap the name of the person whose Timeline you want to update.



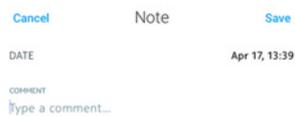
3. Tap +.



4. Tap Note.



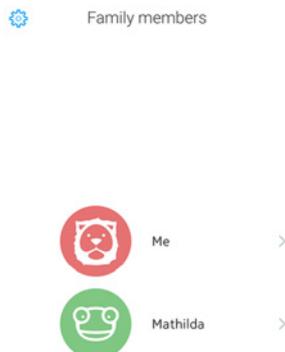
5. Enter your note and tap **Save**.



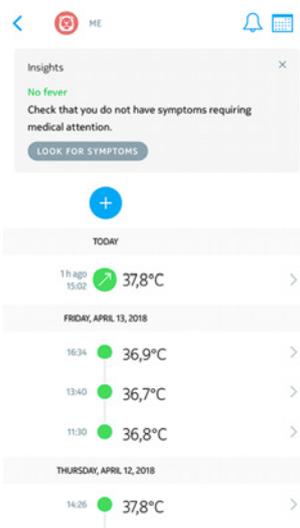
## Adding medicine

If you want to keep track of the medicine you're taking, be it to treat your fever or to treat any kind of condition, you can add it to your Timeline. To do so, perform the following steps:

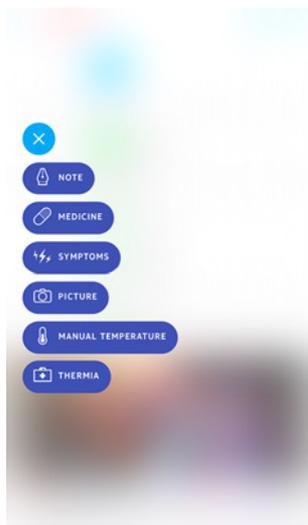
1. Open the Withings Thermo app.
2. Tap the name of the person whose Timeline you want to update.



3. Tap +.



4. Tap Medicine.



5. Enter the name of your medicine and tap Save.



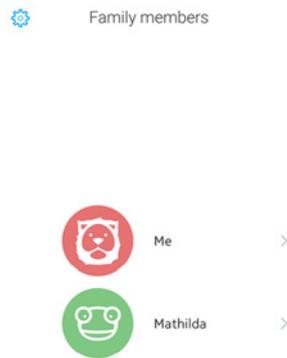
Once you've entered a type of medicine once, you'll be able to select it later without having to type it all over again.

## Adding symptoms

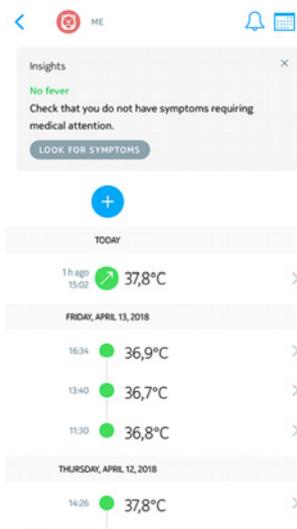
If you want to keep track of any symptoms you might experience, you can add them to your Timeline. To do so, perform the following steps:

1. Open the Withings Thermo app.

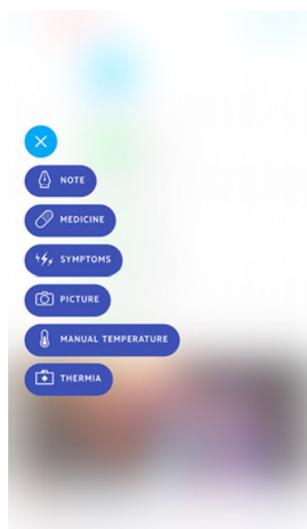
2. Tap the name of the person whose Timeline you want to update.



3. Tap +.



4. Tap Symptoms.



5. Select each symptom that applies to how you're feeling and tap **Save**.

Cancel Symptoms Save

DATE Apr 17, 13:39

- DIARRHEA (SEVERE)
- DIARRHEA (MODERATE)
- HEADACHE (SEVERE)
- HEADACHE (MODERATE)
- ABDOMINAL PAIN (SEVERE)
- ABDOMINAL PAIN (MODERATE)
- STIFF NECK
- FEVER DESPITE MEDICATION
- DETERIORATION OF GENERAL HEALTH
- SEIZURES
- SKIN RASH

## Adding a picture

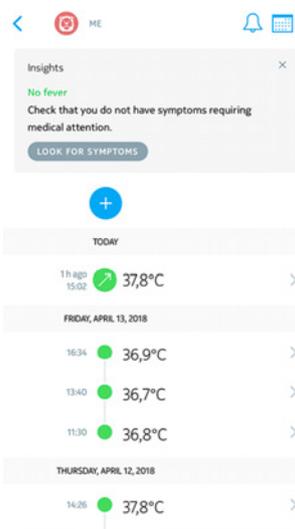
You can add a picture to your Timeline if you want to. To do so, perform the following steps:

1. Open the Withings Thermo app.
2. Tap the name of the person whose Timeline you want to update.

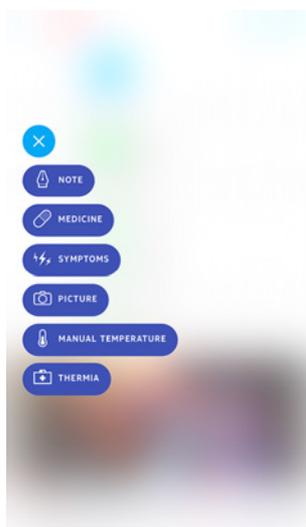
 Family members



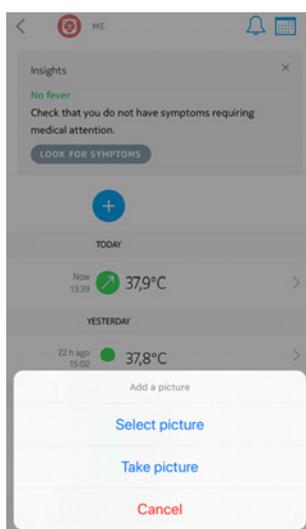
3. Tap +.



4. Tap Picture.



5. Tap Select picture to use an existing photo or Take picture to take one.



6. If you've chosen to take a picture, tap Use Photo to confirm.

# Assigning a measurement

## Assigning an unassigned measurement

If you've taken a measurement using your Withings Thermo but didn't assign it right away, you can do so from the Withings Thermo app. To do so, perform the following steps:

1. Open the Withings Thermo app.
2. Tap **Assign to...** in the top banner.  
It may take a few seconds for this banner to appear in the app as the app needs to sync with your Withings Thermo first.



3. Select the measurement and tap the user profile you want to assign it to.

Assign to... Cancel

Today, 4:45 PM  
37,9°C

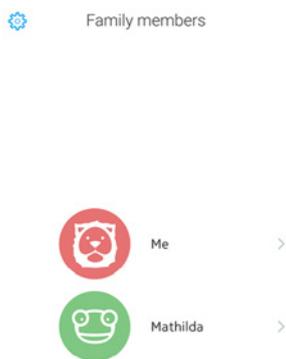


## Reassigning a measurement

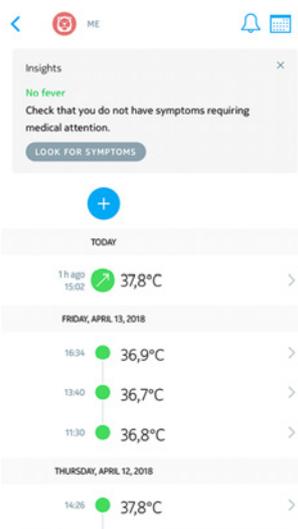
If you've accidentally assigned a temperature measurement to the wrong user profile, you can correct this anytime you want. To do so, perform the following steps:

1. Open the Withings Thermo app.

2. Tap the name of the person you've wrongly assigned the measurement to.



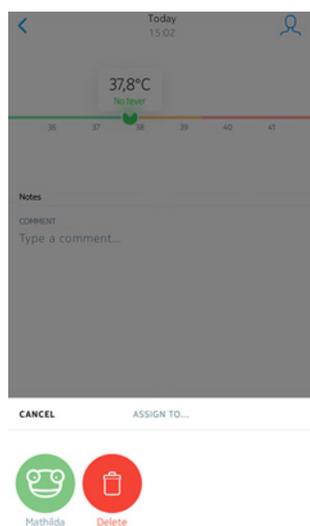
3. Tap the measurement you've wrongly assigned.



4. Tap the assignment icon in the top right corner.



5. Tap the user profile you want to assign the measurement to.



## Deleting data

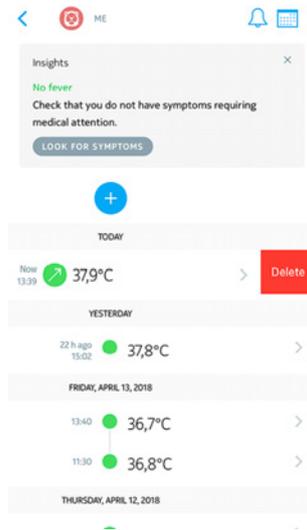
You can delete any Timeline item (be it temperature measurements, symptoms, medicine, pictures or comments) if you choose to. To do so, perform the following steps:

1. Open the Withings Thermo app.
2. Tap the name of the person whose Timeline you want to update.

 Family members



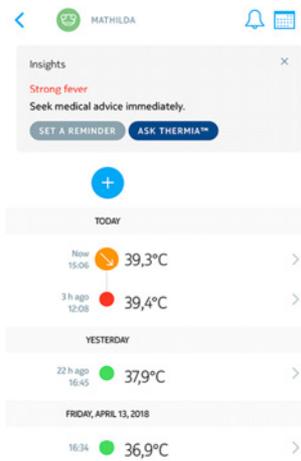
3. Swipe left on the item you want to delete and tap **Delete**.



Note that you won't be able to retrieve your data after this.

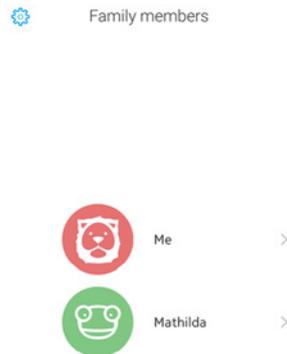
## Setting a reminder

If your latest temperature measurement indicated a high fever, or if you've entered symptoms that may be worrying, the Withings Thermo app offers the possibility of setting a reminder to make sure you monitor the situation regularly.

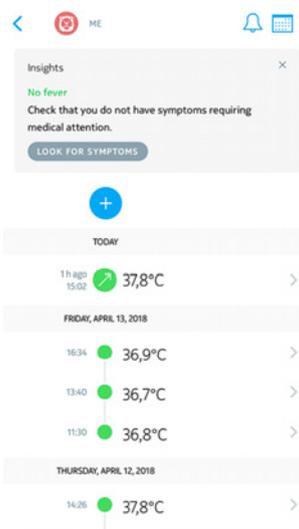


You can also set a reminder manually. To do so, perform the following steps:

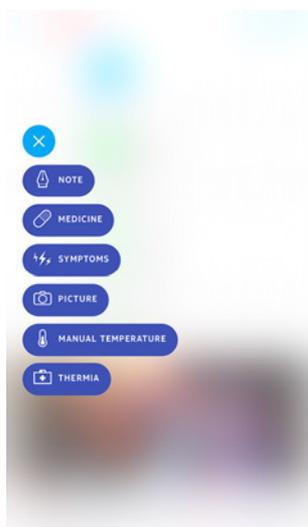
1. Open the Withings Thermo app.
2. Tap the name of the person for whom you want to set a reminder.



3. Tap +.



4. Tap Reminder.



5. Select the frequency and time range of the reminders.



You can cancel the reminder at any time by editing it and tapping **Stop reminders**.

Please note that reminders are set locally on your smartphone and that they are not sent to our servers. As such, they will be lost if you log out from the app and then log back in.

## Sharing my data

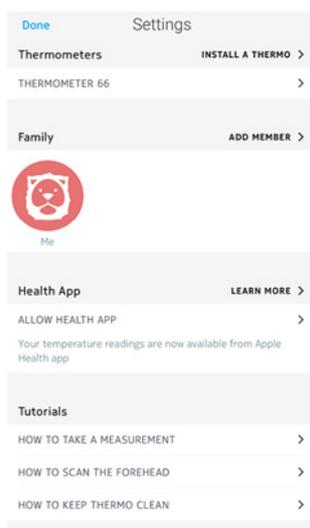
At this point, it is not possible to share your data with anyone from the Withings Thermo app. This option will be available at a future date.

However, you can link the app with Apple Health where your data will be sent. To do so, perform the following steps:

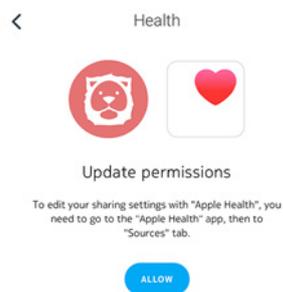
1. Open the Withings Thermo app.
2. Tap **Settings**.



3. Tap **Allow Health App**.

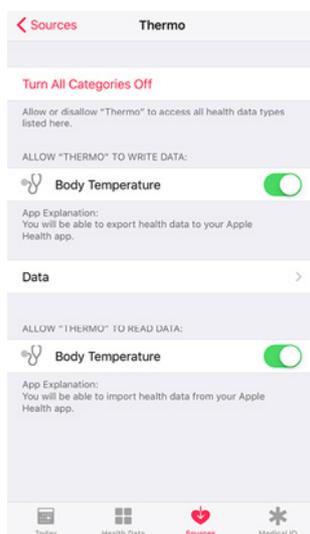


4. Tap Allow.



5. Go to Apple Health > Sources > Thermo.

6. Select the data you want to share with Apple Health.

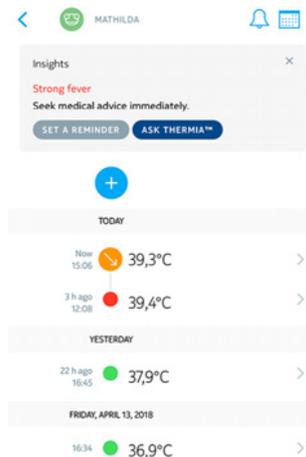


# Getting personalized advice

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## Getting Insights

Whenever you add a temperature, be it manually in the Withings Thermo app or using your Withings Thermo, the Withings Thermo app displays Insights at the top of your Timeline. Insights are also displayed whenever you add symptoms or medicine to your Timeline.



These Insights let you know when it is recommended to get in touch with a doctor, based

on your temperature and symptoms. In some cases, the Withings Thermo app may ask you for additional information to provide you with relevant advice.

The Insights may encourage you to use Thermia in some cases (iOS only). Refer to “[Using Thermia \(iOS only\)](#)” on page 43 for more information.

## Using Thermia (iOS only)

Thermia is a service offered by the Boston Children’s Hospital that helps you find out more about your state based on your temperature and symptoms. You can find more information on Thermia at <http://thermia.io/>.

From the Insights displayed at the top of your Timeline, you have the possibility to access Thermia if your temperature or symptoms are worrying.

Simply tap **Ask Thermia™** and answer the questions to get useful information.

# Dissociating my Withings Thermo

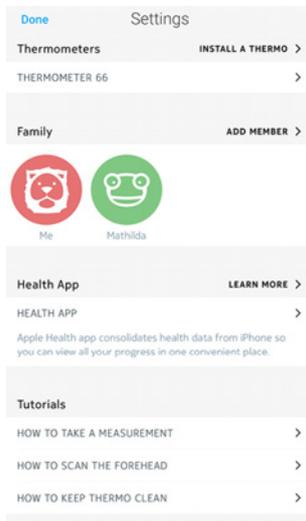
If you want to stop using your Withings Thermo and clear all user data from the device, you have to dissociate it from your account first. This can be useful if you want to give it

to someone else. To do so, perform the following steps:

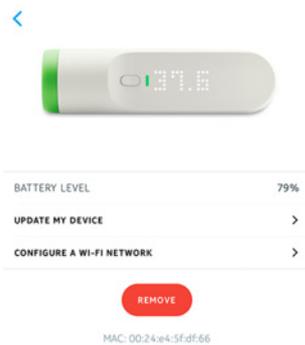
1. Open the Withings Thermo app.
2. Tap **Settings**.



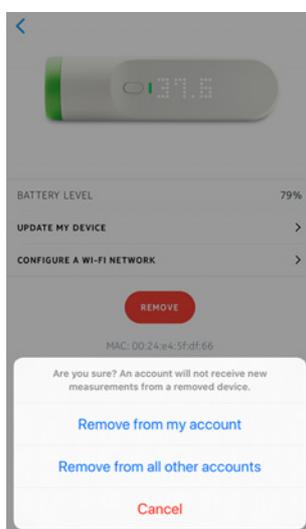
3. Tap your Withings Thermo.



4. Tap Remove.



5. Tap Remove from my account.



Note that dissociating your Withings Thermo, won't delete any of your data from the Withings Thermo app.

# Cleaning and maintenance

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## Cleaning my Withings Thermo

To clean your Withings Thermo, perform the following steps:

1. Wipe the surface of your Withings Thermo with a soft, dry cloth.
2. Use a cotton swab moistened with warm water to clean the lens.
3. Dry the lens with a clean, dry cotton swab.



Do not, under any circumstance, use any solvent to clean your Withings Thermo.

## Changing the batteries

When the battery level is getting low, it is time to change the batteries. To do so, perform the following steps:

1. Lift the magnetic cover of the battery compartment of your Withings Thermo to open it.
2. Remove the old batteries and dispose of them in accordance with local regulations.
3. Place two new AAA (LR03) batteries in the compartment.  
Make sure you follow the polarity markings when placing the batteries.
4. Place the battery cover back.

## Updating my Withings Thermo

We regularly offer updates so that you can benefit from the latest features we add to our products. When new internal software is available, it is automatically installed without any prompt from the Withings Thermo app if your Withings Thermo is installed in Wi-Fi.

However, you can check if updates are available and force their installation whenever

you want. To do so, perform the following steps:

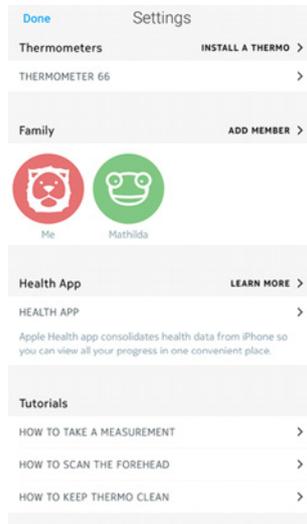
1. Open the Withings Thermo app.

2. Tap Settings.

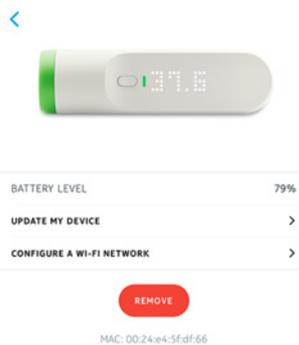
 Family members



3. Tap your Withings Thermo.



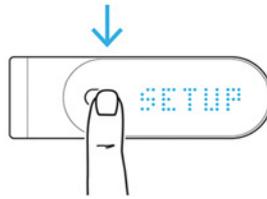
4. Tap Update my device.



5. Press and hold the button for 8 seconds until the display shows “SETUP”.

Cancel Installation

**i**  
Press and hold the button until the display shows "SETUP".



NEXT

6. Tap **Next**.
7. Tap the Withings Thermo you want to install.
8. Tap **Upgrade**.
9. Tap **Close** when the upgrade is complete.

# User guide copyright

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This User guide is protected by Intellectual Property laws and copyright. Any reproduction, modification, representation, and/or publication without Withings prior approval is strictly prohibited. You may print this User Guide for your personal use exclusively.

For any questions, please contact Withings at: <https://support.withings.com/hc/en-us/requests/new>

## Legal notice

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By using your Withings Thermo you expressly agree to the Withings Services Terms and Conditions available on our [website](#).

### Medical device

- The Withings Thermo is a medical device and has been validated by competent authorities.
- The Withings Thermo app is not a medical device. Any advice or insight given by the app cannot replace medical attention.

### Personal data

- Make sure you have read our privacy policy, which you can find on our [website](#).
- Make sure your Withings account password is secure enough to restrict access to your account. It should be at least eight-character long, have mixed case, and use a combination of alphanumeric and special characters.

# Safety instructions

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## Use and storage

- Use the product at temperatures between 10°C and 40°C (50°F and 104°F).
- Product may be stored in a clean, dry location between -25°C and 55°C (-13°F and 131°F) when not in use.
- Remove the batteries if you do not plan to use your Withings Thermo for an extended period of time.
- The Withings Thermo is only meant to monitor body temperature, exclusively by running it on your forehead. Any other use is prohibited.
- The Withings Thermo is not intended for use on premature babies.

## Safety

- Make sure you consult a doctor should the fever and/or symptoms be persistent or worrying in any way.
- Do not allow your Withings Thermo to come in contact with liquids. If it gets wet, make sure you let it dry before trying to use it.
- Do not touch the lens as you might damage it.
- Do not leave your Withings Thermo exposed to dust or sunlight for too long as it might damage the lens.
- Keep your Withings Thermo and its accessories out of reach from children, as it contains small parts and may present a choking hazard.

## Service and maintenance

- Do not attempt to repair or modify your Withings Thermo on your own.
- If you have any issue, feel free to contact our Customer Service at: <https://support.withings.com/hc/en-us/requests/new>

# Specifications

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## Withings Thermo

- Length: 116 mm (4.57 in.)
- Diameter: 33.2 mm (1.31 in.)
- Weight: 75 g (0.165 lbs), batteries included
- Made of ABS and thermoplastic elastomer

## Connectivity

- Wi-Fi 2.4 GHz 802.11 b/g/n
- Bluetooth Smart Ready
- MFI compatibility
- Apple Wireless Accessory Configuration Support (WAC)

## Technology

- 16 infrared temperature sensors
- 2,000 temperature measurements per second
- Numeric LED temperature display

## Metrics

- Temperature in °C or °F
- Fever status
- 0.2°C (0.4°F) accuracy for the 35.5°C - 42°C (95.9°F - 107.6°F) range
- 0.3°C (0.5°F) accuracy outside the 35.5°C - 42°C (95.9°F - 107.6°F) range

## Battery life

- Two years with two AAA (LR03) batteries

## Compatible devices

- Android 5.0 devices (and above)
- iPhone (4S or higher)
- iPod touch (5<sup>th</sup> generation)

## Compatible OS

- Android 5.0 and above
- iOS 8.0 and above

## App

- Withings Thermo App

# Document release overview

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Release date		Modifications
July 2016	v1.0	First release
April 2018	v2.0	Withings update



The screenshots in this manual are used for explanatory purposes. Your actual screens may differ from the screenshots in this manual.

# Warranty

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## Withings One (1) Year Limited Warranty - Withings Thermo

Withings warrants the Withings branded hardware product (“Withings Thermo”) against defects in materials and workmanship when used normally in accordance with Withings’s published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser (“Warranty Period”). Withings’s published guidelines include but are not limited to information contained in technical specifications, safety instructions or quick start guide. Withings does not warrant that the operation of the Withings Thermo will be uninterrupted or error-free. Withings is not responsible for damage arising from failure to follow instructions relating to the Withings Thermo’s use.

# Regulatory statements

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Federal Communications Commission (FCC) Statement

FCC ID: XNASCT01

This device complies with Part 15 of the FCC Rules and with Industry Canada licence-exempt RSS standard(s).

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 operation. This device complies with the R&TTE Directive.

A copy of the EU Declaration of Conformity is available online at: <https://www.withings.com/fr/en/compliance>