

FREQUENTLY ASKED QUESTIONS

What is UP? What does it do?

UP is not just an activity tracker—it's a revolutionary, integrated system that incorporates advanced hardware, sophisticated algorithms and data science to better understand your behaviors and habits. Through an in-depth analysis of your eating, activity and sleep patterns, UP is able to intelligently help you make better choices and achieve your goals smarter and faster. You can try out the UP® App for free by downloading it in the the App Store and Google Play. You can also add a tracker like an UP2™ to receive more detailed data and more personalized health insights.

How does UP2™ track my movement and activities?

The UP2™ tracker uses an accelerometer and powerful algorithms to passively track and quantify your activities, distance, calories, active time and idle time. The UP® App also allows you to log a variety of different workout types, so you get credit and estimated caloric burn for non-step based activities.

How does UP2™ track my sleep?

The UP2™ tracker uses an accelerometer to detect sleep quality and duration. Your band automatically detects when you fall asleep and wake so you do not need to switch modes.

How does UP track what I eat?

You can easily log your meals in the UP® App by searching popular foods, using the barcode scanner and restaurant menu search or by simply taking a photo of your meal. UP stores nutritional information for thousands of foods and has given each item a 1–10 Food Score to help you know if you are eating right. The UP® App will track your meals over time and together with Smart Coach, make recommendations for healthier eating.

What is the band made of?

The UP2™ band is encased in medical-grade, hypoallergenic rubber. It is smooth, flexible and completely latex-free. Inside, the band contains sophisticated technology so treat your band with care and avoid unnecessary bending. The top and bottom casings are made of anodized aluminum.

Does the UP2™ device contain nickel?

All Jawbone products are produced under strict quality assurance and quality control procedures that surpass both European and International legislations and standards for consumer products, in particular the EN1811 standard for nickel release. The UP2™ casing is made of anodized aluminum and contains less than 0.5% nickel. When the device is worn on the wrist, the bottom casing does come into contact with the skin. Those who are severely allergic to nickel may experience some irritation when wearing UP2™.

Is it water resistant? Can I wear it swimming?

The UP2™ band is rain, splash and sweat-resistant. However you should remove your UP2™ before showering, swimming, surfing or exposure to other extreme conditions and activities like saunas and steam rooms. Do not submerge your UP2™ in liquids, including hot tubs or baths, at any time.

How long does the battery last? How do I charge it?

The UP2™ tracker lasts up to an industry-leading 10 days on a single-charge. Your device comes with a USB charger that can be plugged into a computer USB port or standard USB wall adapter. A full charge takes approximately 60–90 minutes.

How does UP sync?

The UP2™ tracker syncs wirelessly using Bluetooth®, so you never have to worry about plugging it in to upload your data.

What devices are compatible with UP?

Check out the current UP device compatibility list.

What data is stored on my tracker, in the app, or on my phone? Can I control what is shared? What if I want to delete my data?

The band captures your activity and sleep data. Once synced, all of your data is stored in the app or in the Cloud. We've made it easy to manage your privacy settings from within the app so you decide what data is shared with your friends in UP. You can also delete your data within the app or from your band at any time.

How does Jawbone protect my privacy?

Jawbone believes your data belongs to you. It will never be shared without your permission. We take the responsibility of protecting your data and privacy seriously. You must accept a friend request in order for any of your data to be shared, and you can also choose what information is shared. You can read more about our Data Privacy Policy [here](#).

Is UP connected to Facebook or Twitter? Can I share my UP data through my existing social networks?

You can post your activity, sleep, and food summaries through Facebook and Twitter. You can share your favorite insights with people via text, email, or Facebook. And through the UP App, you can add friends and challenge them to Duel, which makes meeting your health and fitness goals even more fun.