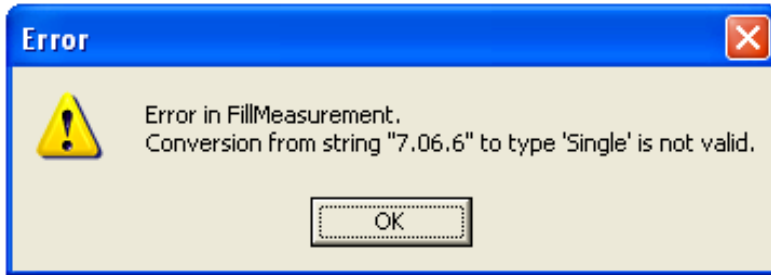


## Troubleshooting for the BC-590BT

### Troubleshooting - Topic 1

**The issue** - The error message below occurs:



**The cause:** Tanita Health Ware cannot receive data from the BC-590BT if it is switched to "st-lb" mode

**The solution:** Switch the scale to "kg" or "lb" mode when you want to send data to your pc. The scale can be set up in st-lbs, (and feet-inches) for the initial set up, and can be used independently in st-lbs mode, but it must be in "kg" or "lbs" mode when the scale connects to the pc. The Tanita Healthware will automatically convert the read-out to st-lbs on your pc provided you selected that mode for your user profile.

\* \* \* \* \*

### Troubleshooting - Topic 2

**The issue** - BC-590BT cannot be paired with Windows7 with pre-installed Microsoft Bluetooth Stack.

**The cause:** The communication capability with BC-590BT and PC depends on pre-installed Bluetooth stack on each PC. It is the same as the current Vista situation.

**The solution:** BC-590BT can be paired with Windows7 by using the enclosed Kensington USB Bluetooth adapter with the driver software for WindowsXP.

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