

seca TRU Companion
INSTRUCTIONS FOR USE (IFU)

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1. About this Document

Purpose of the Document

This document provides instructions for using seca TRU Companion, including its backend system for administrators and clients, and a digital kiosk interface for end customers. It ensures all users can operate the system efficiently and correctly.

Target Audience

- Client: Configures and customizes their studio's digital kiosk interface.
- End Customer: Uses the in-studio digital kiosk to interact with the services offered by the client.

Definitions and Terminology

Term	Definition
Main Admin	System-level user with full backend access.
Client	Studio owner/manager with access to configure their system.
End Customer	Walk-in user at a physical location using the kiosk.
Device/Kiosk	Touchscreen terminal in the studio for customer interaction.
Backend	Web interface for Main Admins and Clients.
Module	Feature or function in the software (e.g., check-in).
seca TRU Companion	The Application on the device

Software Version and Release Date

Software Name	seca TRU Companion
Version	1.8.3
Release Date	September 9, 2025
Document Version	v1.0.250909

2. System Overview

seca TRU Companion consists of two main components: a web-based backend system for administrators and clients, and a digital kiosk interface used by end customers at the physical studio location.

3. Digital Kiosk – End Customer

The seca TRU Companion is designed as a self-explanatory app. The selectable sections depend on the available settings. In addition to performing measurements, the end user can also view informative FAQs and – depending on the configuration – watch videos related to the seca myAnalytics app.

Depending on the setup, the **seca TRU Companion App** features various menu options:

- **Sign up now**
This menu guides end users through the registration process for the **seca myAnalytics** app, explained step by step.
- **Discover seca myAnalytics**
This section highlights the extensive benefits of the **seca myAnalytics** mobile app for end users, clearly showcasing its features and advantages.
- **Measure Like a Pro**
This menu starts the weighing process in conjunction with the **Body Composition Analyzer**. End users are guided step by step through the measurement process. At the end, users can choose whether the calculated results should be displayed on the **seca TRU Companion**.
- **FAQs – We've got you covered**
This section addresses the most frequently asked questions about the **Body Composition Analyzer**.

You can customize certain aspects of your seca TRU Companion. This includes the content displayed during the IDLE loop as well as the presentation of the desired values after a measurement. These settings can be configured through the seca TRU Companion Backend.

The presentation will automatically end after the display time has elapsed, and the app will return to the main menu. The displayed data will then no longer be accessible at the kiosk.

If a video is playing, a long tap will pause it. A short tap will stop the video.

4. User Roles & Access Levels

4.1 Client (Studio)

The studio manager customizes the kiosk interface to include their logo and set the kiosk configuration.

4.2 End Customer (Kiosk User)

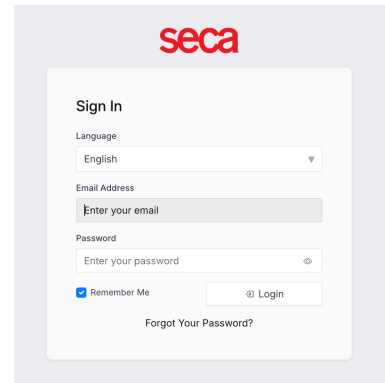
A gym member walks into the studio and uses the kiosk as guide to the seca TRU device.

5. Functional Overview

Login with your credentials. You can change the language of the backend system controls by changing the Language.

The Checkbox “Remember me” allows you to auto-login next time opening the seca TRU Companion Backend.

If you do not know your password anymore you can request a password reset by clicking on the text “Forgot your Password?”

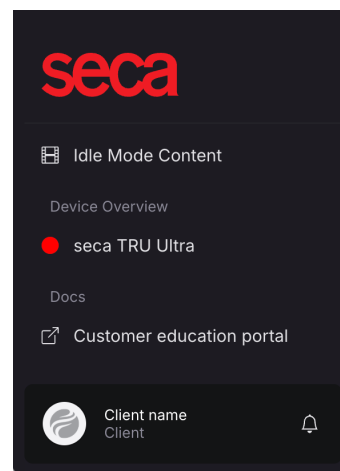


5.1 Backend – Client

As a Backend Client, you can configure your seca TRU Companion devices.

You have access to your profile settings, Idle Mode content, and device configuration tools.

This section outlines the available options in detail.



5.2.1 Client – Idle Mode Content

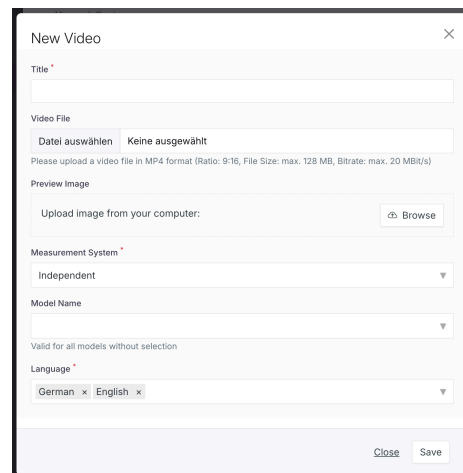
This section allows you to manage personalized Idle Mode content.

- To **edit** content, click the pencil icon.
- To **add** content, click “+ New image” or “+ New video.”

5.2.1.1 Idle-Mode Image

When uploading new image content:

- Ensure the correct image dimensions are used.
- Define availability based on specific device settings such as measurement type, model, or language.



Please note the following requirements:

- **Aspect Ratio:** 9:16
- **Recommended Resolution:** 2160 × 3840 pixels
- **Filetype:** .jpg / .png

Once saved, the image will appear in the seca TRU Companion configuration settings. Take care that the content will be only be selectable/visible on devices that meet these requirements.

5.2.1.2 Idle-Mode Video

When uploading video content:

- Follow the correct aspect ratio and resolution.
- Use medium quality settings (15 Mbit/s) to prevent memory overload on the device.

Please note the following requirements:

- **Aspect Ratio:** 9:16
- **Recommended Resolution:** 1080 × 1920 pixels
- **Maximum Bitrate:** 20 Mbit/s
- **Maximum File Size:** 128 MB
- **Fileformat:** h-264 .mp4

If your video content is tailored to a specific measurement system (imperial or metric), a particular seca TRU model, or a specific language, you can define these settings directly in the upload form.

Take care that the content will be only be selectable/visible on devices that meet these requirements.

The preview image is optional and used only within the backend interface.

5.3 Device overview

In the device overview, you can see all your connected seca Body Composition Analyzers. From here, you can manage their connection to your seca TRU Companion and configure related content.

- seca TRU Alpha (552 / 542)
- seca TRU Pro (552 / 549)
- seca TRU Ultra (552 / 549 / 256)

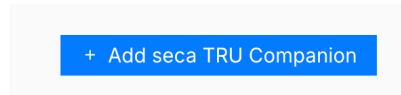
5.4 Digital Kiosk – Setup

The seca TRU Companion must be set up initially. After positioning the stand, an internet connection (Wi-Fi/Ethernet) must be available and configured/selected on the device once it is powered on.

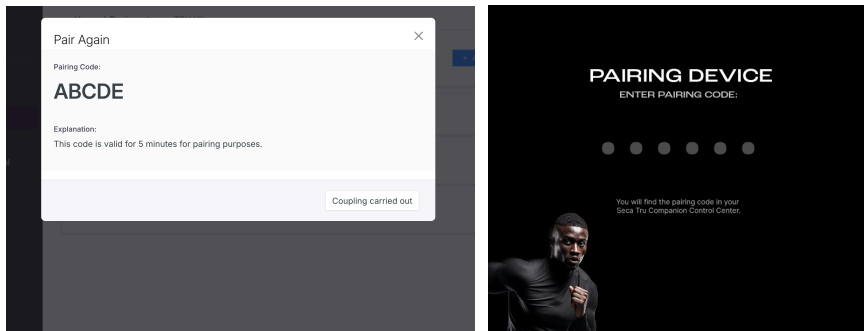
If you are operating your own kiosk, please ensure that you have followed the requirements outlined in the guidelines under section 9.

Upon first launch, the seca TRU Companion App indicates that there is no internet connection. By clicking on WiFi Settings, the WiFi settings will open. Please select your WiFi and enter the password. Then restart the seca TRU Companion App.

Now the seca TRU Companion must now be paired with the seca TRU device. To do this, go to “Device Overview” in the backend and click on “Add seca TRU Companion.”



A modal box will open displaying a pairing code – this code must be entered once on the seca TRU Companion to complete the activation.



After successful pairing, all necessary data will be downloaded for the first time. Depending on the internet speed, this may take some time. The download process is displayed with a progress bar. Once the download process is complete, the app will launch automatically.

5.5 Edit seca TRU Companion Settings

By clicking on an existing seca TRU Companion card, you'll be taken to the settings page of that specific device. You can access and adjust these settings at any time to match your individual requirements.

You'll find three main tabs: **Settings**, **Contents**, and **Preview**.

5.5.1 Settings Tab

In the **Settings** tab, you can configure various options for your seca TRU Companion device, including:

- **Display Name**
Set or update the name of the device
- **seca myAnalytics**
Enable if the seca myAnalytics app is in use in your environment.
- **Measurement Results**
Choose if results should be shown and if so which evaluation parameters should be shown on the device.
- **Authentication Mode**
Select how users authenticate on the seca TRU device.
- **Waist Measurement**
Enable or disable the waist measurement feature. (When active, the user must enter their waist circumference on the seca TRU device.)

- **Wake-up Measurement**
Define how the device should start a measurement.
 - **Manual:** Measurement starts, when the user selects „Measure like a Pro“ in the main menu.
 - **Automatic:** The seca TRU Companion automatically starts a measurement when a person activates the connected Body Composition Analyzer. (Activation can take place by scanning the RFID card, scanning the QR code, and by stepping onto the platform.)
- **Language**
Select the language used on the kiosk interface.
- **Measurement System**
Choose between:
 - **Metric:** meters (m), centimeters (cm), kilograms (kg)
 - **Imperial:** feet (ft), inches (in), pounds (lbs)

5.5.2 Contents Tab

In the **Contents** tab, you can customize the content and the display order for Idle Mode, as well as upload a logo that will be shown when Idle Mode is active. Please note that only content compatible with your device settings is available for selection here.

Upload seca TRU Companion Logo

Upload your seca TRU Companion logo in **.png** format. This logo will appear in the top right corner during Idle Mode.

- **Idle Mode Timeout**
Set the idle timeout duration for the device. This defines the time of inactivity before Idle Mode is triggered.
- **Select and Order Content for Idle Mode**
Here, you can easily arrange the content for Idle Mode by dragging and dropping. You can also check or uncheck the content you want to display.

5.5.3 Preview Tab

In the **Preview** tab, you can instantly preview any changes you've made in the **Settings** and Contents tabs. The seca TRU Companion App updates the content changes every minute.

5.5.4 Delete TRU Companion

In the overview of your TRU Companion devices you are able to delete a device by clicking on the 3-dots icon and select delete.

5.6 TRU Companion User Settings

In this menu, you can manage your seca TRU Companion account. You can update the language settings for the backend, as well as manage your username, email, and password. Additionally, you can sign out of the backend whenever needed.

6. Maintenance & Support

The app is designed to install updates automatically.

When an update is available, it will be displayed on the kiosk. Please confirm the message and proceed with each app update. The app will restart automatically after a successful installation.

For any issues that may arise, please refer to the section 8. If a problem cannot be resolved, you will find the support contact under section 10.

7. Data Protection & Security Measures

7.1 Software-Updates for seca TRU Companion App

The seca TRU Companion App automatically clears user data after each measurement run, ensuring that no personal information is stored locally. As outlined in Section 6, the seca TRU Companion app is designed to install updates automatically. When a new update becomes available, a notification will appear in the main menu on the kiosk screen. Please confirm the message and proceed with the installation of each update or postpone it to a later moment in time. After successful installation, the app will restart automatically.

7.2 Firmware Updates & Physical Protection for seca TRU Companion Hardware

If you purchased the seca TRU Companion as part of a software and hardware bundle, the user manual for your seca TRU Companion hardware was included in the delivery package. Please ensure that all safety precautions described therein are followed. For instance, it is particularly important to comply with standard industry operating procedures. Device firmware must be updated promptly to the latest version to ensure that the hardware benefits from the newest functions, features, and security enhancements. If the device is connected to a public network, we recommend enabling the automatic update detection function so that the latest firmware updates released by the manufacturer or operating system provider are always applied. We strongly advise implementing physical protection measures for all hardware devices to prevent unauthorized individuals from (a) damaging the equipment or (b) misusing peripheral interfaces (e.g., USB flash drives, serial ports). Depending on the setup location and specific use case, we further recommend regularly reviewing active user logs of the hardware, monitoring device logs, and, if required, applying more restrictive network settings. If you use your own hardware to run the seca TRU Companion app, we also recommend to consider these aspects and, if in doubt, contact your hardware manufacturer.

8. FAQ

Question	Answer
What do I do if the kiosk won't start?	Restart the device and check for internet connectivity
After connecting with WIFI/Ethernet, the device does not load content	Take a closer look at section 8 – Firewall Settings
Pairing does not work	Ensure that the kiosk is online and you have used the correct pairing code
What do I do if the videos are black?	Reload the content. To reload the content, open the app's settings mode. To do this, tap 5 times quickly in the top left corner of the screen while the app is running. The settings menu will appear. Click the "Reload Content" button. After that, the seca TRU Companion App will restart and reload the required content. This may take some time depending on the needed content for the device.
What do I do if the video freezes?	Restart the device by disconnecting it from the power supply for 10 seconds and then reconnecting it.
The app indicates that an update is available — do I need to install it?	We strongly recommend installing all updates shown. These updates are self-contained and run automatically — no further installation steps are required.
After the update, the app closed — what should I do?	Start the app by selecting the app TRU Companion in the homescreen of the device.
I want to pair a different BCA device — how do I activate pairing mode on the device?	To do this, tap 5 times quickly in the top left corner of the screen while the app is running. The settings menu will appear. Click the "Pair Device" button. You will be redirected to the pairing screen.
Display remains black	Check the device's power connection. Check if power supply is available
Pairing does not start	Check if the correct device is being addressed.
Measurement guide does not start	Check internet connection
Measurement guide shows wrong device	BCA is misconfigured — check configuration in Backend
No measurement values are displayed	Check internet connection
TRU Companion shows wrong unit	Check the unit setting of the device in the backend
TRU Companion shows wrong language	Check the language setting of the device in the backend
IDLE content is not displayed or displayed incorrectly	Check the format of the uploaded content
Error message „Device not found“ on the TRU Companion App	A former connected BIA device is not available anymore.

Error message „No connection“ while measurement

The BIA device is not powered on or has no working internet connection.

9. Guidelines

Wi-Fi / Ethernet & Firewall settings:

Wi-Fi or Ethernet must be available at the kiosk location.

In this regard, it may be necessary to adjust the router's firewall settings and allow public in- and outbound ports 80 and 443.

Own kiosk:

If you are operating your own kiosk, ensure that the latest APK file of the seca TRU Companion App has been installed on the device.

Additionally, in the Google Play app (if available), you should deactivate the “Play Protect” feature.

To do this, open the settings in Google Play, select “Play Protect,” and then choose “Turn off Play Protect scan.”

You may need to confirm this setting again.

10. Contact details for technical support

Visit <https://support.seca.com>, create an account and create a ticket.