



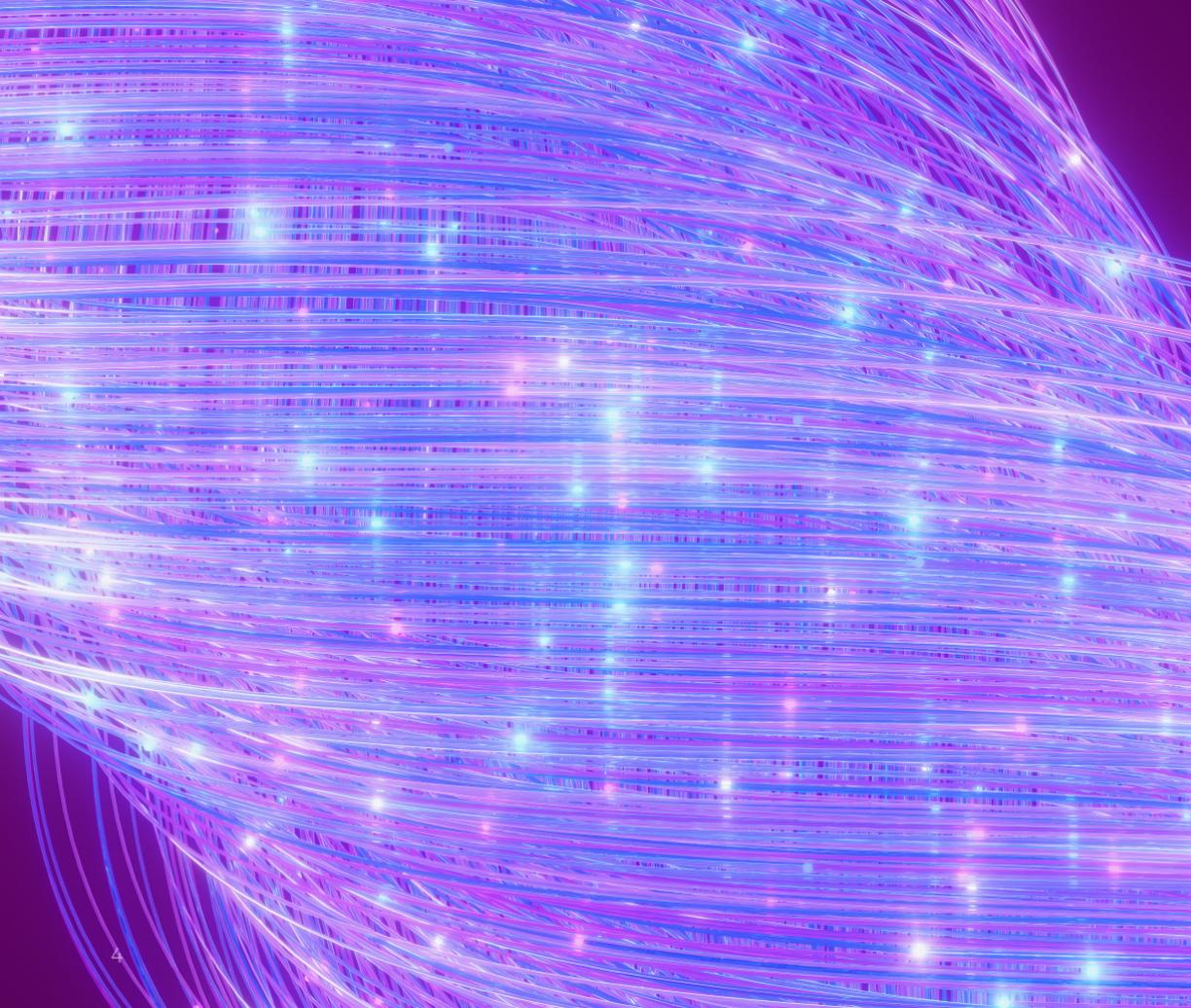
Your Guidebook



YOUR GUIDEBOOK

Welcome to MySense

Learn how to get started and manage your wellbeing through your MySense devices.



YOUR GUIDEBOOK

Contents

[Understanding Your Sensors](#)

[Charging The Smartwatch](#)

[Troubleshooting](#)

[Frequently Asked Questions](#)

MySense understands an individual's general wellbeing and behaviours in their home. Our science and technology enables you to see what is normal and highlights any changes which need attention.





YOUR GUIDEBOOK

Understanding Your Sensors



Home Hub (the gateway)

All MySense sensors send information to the Home Hub, which then securely passes the information on to our platform. Be sure to keep the hub plugged in at all times.



Smartwatch (wearable device)

Through your smartwatch, you will be able to keep track of your heart rate and movement levels as well as the time and date. These are important to monitor as they are indicative of your overall wellbeing.



Front Door Sensor

Helps to understand your whereabouts and activity patterns.



Chair Sensor

Understanding how you spend time in your favourite chair, for how long and when, can help to identify changes in activity levels.



Kettle Sensor

This sensor helps to understand levels of hydration.



Fridge Sensor

Your food intake has a large impact on your overall wellbeing. Monitoring this sensor contributes to understanding your eating and drinking habits.



Sleep Sensor

Looks out for changes in sleep patterns. Changes in quality of sleep can contribute to low energy and compromise your immune system's ability to fight off illness. Be sure to keep this sensor plugged in at all times.



Toilet Sensor

We all need to keep healthy and regular, this sensor helps to identify sensitive health issues that might otherwise go unnoticed (e.g. signs of potential incontinence).



Bathroom Door Sensor

This monitors frequency and times of visits to the bathroom. Helping to understand patterns of activity, independence and mobility.



Tap Sensor

Mild dehydration can affect memory and concentration. This sensor contributes to understanding your water intake.



YOUR GUIDEBOOK

Charging The Smartwatch

The smartwatch is primarily used to measure your heart rate and provide information on your movements. However, it also functions as a regular watch and will display the time and date.

The smartwatch needs to be charged regularly, once a week for an hour. There is a battery charge display on the smartwatch screen which shows you how full the battery is. The instructions on the next page show how to charge it.

The battery will last between 6 - 8 days. You can tell if the battery is low by pressing the button on your smartwatch and looking in the top right corner of the watch face. There, you will see a rectangle. The rectangle represents a battery and the white section is the level of charge.

The smartwatch will be fully charged in 1 hour. When the smartwatch is fully charged, push the device's strap back onto the USB connector, and place it on your wrist. Once it is charged, you will need to press the button and hold it for a few seconds for it to come back on again.

Step 1 To charge the device, you will need to remove it from your wrist and disconnect the strap at the bottom of the screen.

Step 2 To do so, hold the watch face with your strongest hand, and the strap without the buckle in the other, and wiggle the strap until it comes off.

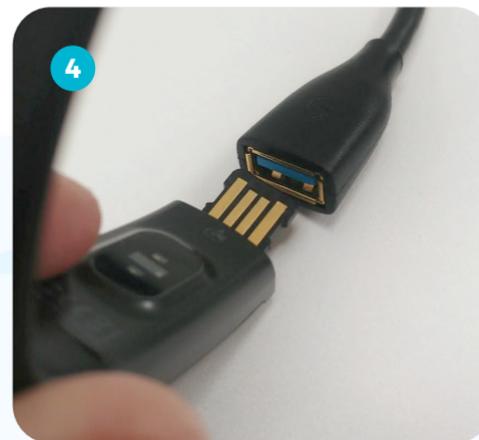
NOTE: Do not pull the strap off in a straight line from the watch face, it needs to be removed at an angle.



Step 3 Once you have completely pulled the strap off on the one side, you will see a small connector sticking out from the watch face, with gold strips on. This is called a USB. This USB will need to be put into the charging plug (supplied). Make sure that the USB is pushed into the plug properly.

Step 4 You will know the USB has been pushed into the plug properly when the watch face shows an animation of the battery filling up and the message 'charging.'

Step 5 If you do not see the picture that says 'charging', take the USB out and put it back into the charger the other way around. The charging picture will not stay on the whole time it is charging - to see the picture at any time when it is charging press the button on the watch face.





YOUR GUIDEBOOK

Troubleshooting

What do I do if one of my sensors runs out of battery?

The app will keep you notified of your devices' battery health. For devices with AAA batteries, store-bought batteries will work.



Sleep Sensor

What do the different lights on my sleep sensor mean?

If your sleep sensor shows a red light, it means that the sensor is plugged in and paired to your home hub. If it is blue, it would need to be re-paired (see activity sensors for how to pair). Finally, if there is no light showing it means that the cable needs to be plugged in.



Home Hub

What do I do if my home hub is offline?

Your Home Hub must be connected to power at all times in order to function correctly. If it is plugged in and still not working, try unplugging and plugging it back in until you see a green flashing light. If your home hub still does not come back online, try re-positioning near a window to strengthen the mobile signal. Also try standing it up so the power cable is pointing up in the air, this is where the antenna is housed.

I have done all of these things but it is still offline, what next?

Try resetting your router next. If you have tried all these steps unsuccessfully, contact our support team at help@mysense.ai.



Activity Sensors

My sensor has new batteries, why won't it connect?

The next step would be to unpair and re-pair your sensor in the app. To do so, sign in to the MySense app and go to the top right corner which shows the devices. Press on the symbol and find the sensor in question in the device menu. Delete it from your paired devices. Open the list of available devices and find the sensor. Connect it and check to see that the symbol has appeared to indicate that the pairing has been successful.

What do I do if one of my sensors falls off?

The sensors can be easily reattached to their strip if they fall off. If it does not attach after attempting to fix it, contact help@mysense.ai and we will send you a new one.

I don't think my sensors are working, how can I check?

Activate the chair, tap, and toilet sensors by tapping them. If they are working, you will see a red light flash. For the door sensors, open and close the door. You will now see a green light flash. If this is not the case, the batteries may need to be replaced.





Smartwatch Device

How often do I need to charge the smartwatch?

You should aim to charge your device approximately once a week for about an hour or until it is fully charged.

Why can't I see my current heart rate or movement levels?

If tapping on the screen does not work, long press the screen for around 4 to 5 seconds. You may also need to charge your device if these steps have not worked.

Why can't I see my smartwatch data on my phone?

Make sure that both Bluetooth and GPS are switched on. In order to verify this, open your settings menu on your phone and click through to the Bluetooth option. Click on it and make sure that it is on.

Bluetooth and GPS are switched on, what should I do now?

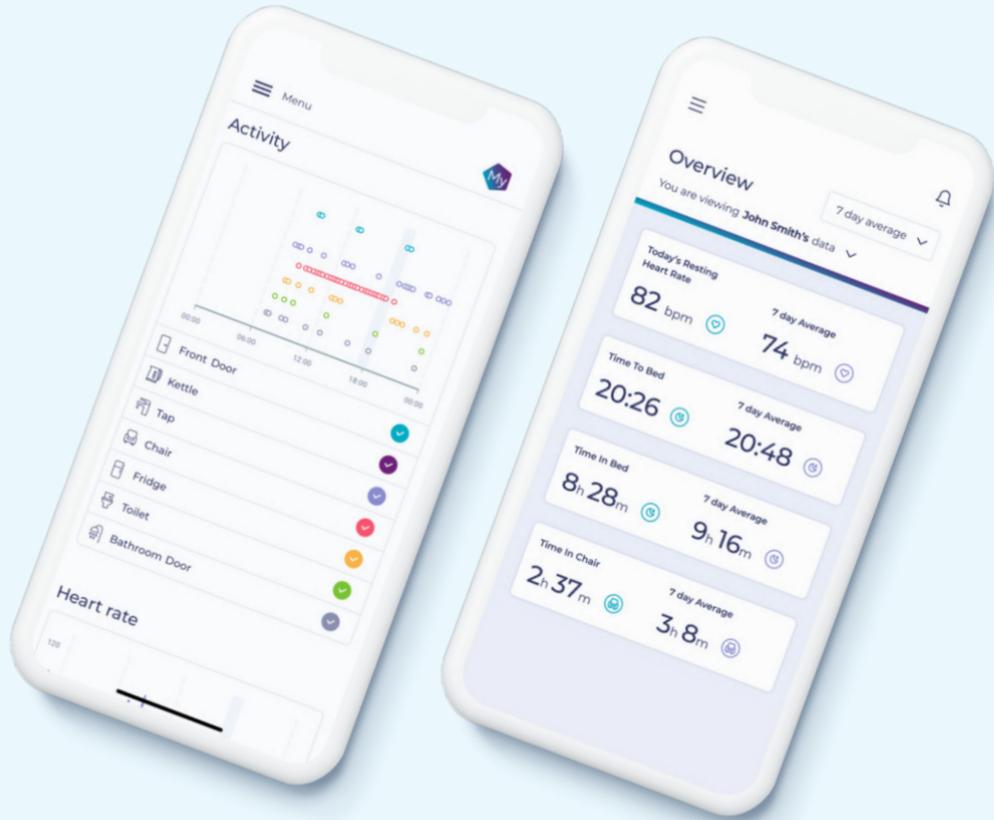
Double check that your phone is connected to internet through 4G or Wi-Fi. If the battery saver mode is on, switch it off.

My smartwatch still isn't appearing, what else can I do?

The next step would be to unpair and re-pair your device to your phone. To do so, sign in to the MySense app and go to the top right corner which shows the devices. Press on the symbol and find the sensor in question in the device menu. Delete it from your paired devices. Open the list of available devices and find the smartwatch. Connect it and check to see that the symbol has appeared to indicate that the pairing has been successful.

I'm still not able to connect my smartwatch, who do I contact?

Before contacting the support team, try closing the app and restarting it. Also, double check bluetooth and location services are switched on. If this has not worked, feel free to contact us at help@mysense.ai.



YOUR GUIDEBOOK

Frequently Asked Questions

Who is MySense for?

MySense is for everyone who wants a better understanding of their wellbeing or the wellbeing of someone they care for. MySense understands a person's unique patterns of behaviour, identifying changes over time.

What are the devices?

The MySense box includes a Home Hub (which receives data from the sensors), a smartwatch, a chair sensor, a kettle sensor (smart plug), a tap sensor, a toilet sensor, a sleep sensor, and three door sensors (front door, fridge and bathroom).

Is it easy to install?

Yes, our app and dashboard will guide you through the process.

Do the sensors have cameras or microphones?

No. There aren't any listening or recording devices of any kind in our sensors. We know how important your privacy is to you.

Is my information safe?

Yes, keeping your information private is one of our top priorities. As founding members of the Data for Good Foundation, we understand the importance of data privacy firsthand. We will never share or sell your data to other parties without your consent.

Can MySense track my location?

No. MySense does not have any GPS capabilities and cannot view your location. Your movement levels are determined through your activity around the home which informs the motion sensors.

How long does it take to install a MySense box?

The installation typically takes about an hour and involves running through the health survey questions and the devices.

What happens after installation?

Our kit will calibrate during 28 days to determine what normal looks like for you. After that, you will begin to receive notifications when anything falls outside of your normal range.

How much energy do the sensors use?

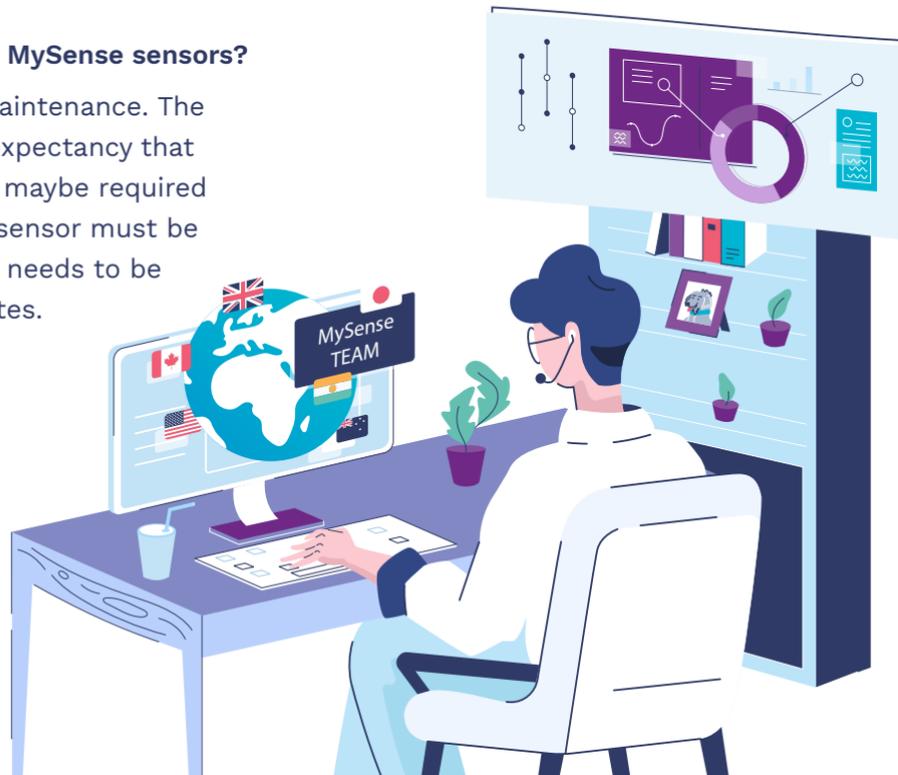
The amount of energy the sensors use is negligible, adding around £3 per year to your typical energy bill.

What type of maintenance is required for the MySense sensors?

MySense sensors are designed for minimal maintenance. The sensors contain lithium batteries with a life expectancy that typically exceeds a year. Battery replacement may be required from time to time. The Home Hub and sleep sensor must be plugged in at all times, while the smartwatch needs to be charged at least once a week for 45-60 minutes.

Is MySense compatible with Android and Apple phones?

Yes, we support Android 8.0 and above and Apple iOS 12.2 and above.



**For support, please
contact us at:**

help@mysense.ai

+44 20 3322 1838

Watch our
'How to' videos at
www.mysense.ai/faq/



MySense

Westminster Tower
3 Albert Embankment,
London SE1 7SP

mysense.ai
 [MySense_ai](https://twitter.com/MySense_ai)
 [MySense.ai](https://www.linkedin.com/company/MySense.ai)