

Get to know Neosensory for **Sound Awareness**

Welcome to the Neosensory Sound Awareness community.
This guide will help you set up your wristband and troubleshoot common problems.

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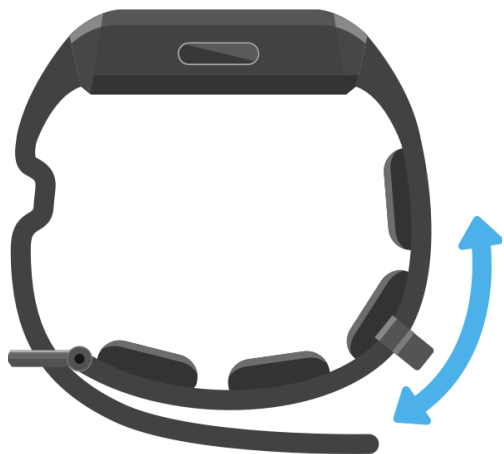
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- 1 Power button**
Press to turn your band on or off.
- 2 Four motors**
High-frequency parts of speech are represented by different vibrations.
- 3 Discreet band holder**
Easy to adjust retainer keeps your band secure.
- 4 Hypoallergenic band**
Comfortable, easy to clean, and medical quality.
- 5 Adjust microphone sensitivity with + and - buttons**
You can set how much sound the band picks up. Too much background noise? Simply turn down the sensitivity.

Getting started

- **Pair the Neosensory app with your smartphone**
 1. Download the Neosensory app onto your phone (available for iPhone and Android).
 2. Turn the wristband on with the power button on the side.
 3. Make sure your phone's Bluetooth is turned on.
 4. Open the Neosensory app and follow the instructions.



- **Wearing your wristband**

1. Slide the strap into the clasp until the band fits snugly around your wrist.
2. We suggest you wear the wristband with the face on the top of your wrist (the - and + will be facing you).
3. You can wear it on either wrist.
4. Wear your wristband snugly (but not uncomfortably). It should feel good on your wrist while still ensuring the motors are pressed against the skin.
5. Use the clasp to secure the band and the loop to hold the remaining strap material.

- **Turn on your wristband**

Press the power button. You should see three green lights appear.

- **Adjust sensitivity**

Try to make sure you are in a quiet room with no loud distractions. Adjust the sensitivity with which the wristband hears the tones by pressing the + or - buttons.

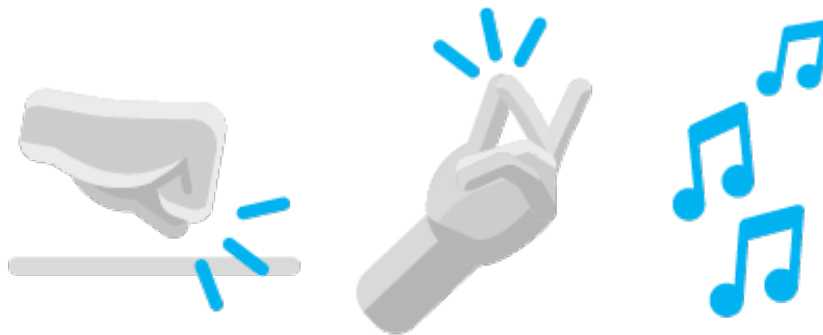
There are three microphone sensitivity levels.

Low (one light) picks up the fewest sounds.

Medium (two lights) hears more of the world around you.

High (three lights) picks up the most sounds.

Once you have selected Sound Awareness Mode in the Neosensory App (*if applicable*), your wristband will start capturing sound and translating it into vibrational patterns felt on your wrist. This allows you to be aware of sounds such as doorbells, people talking, dogs barking, babies crying, phone notifications, alarm clocks, and hundreds of others. You can also detect vibrations that alert you to emergency situations like smoke alarms, sirens, or cars honking.

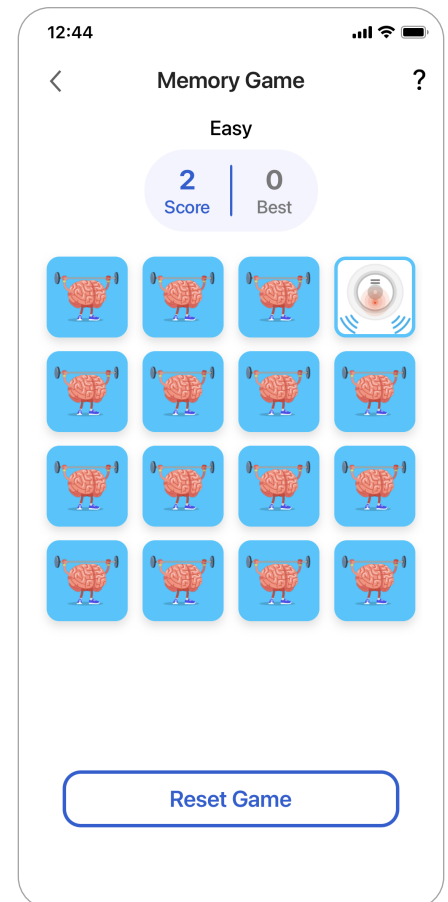
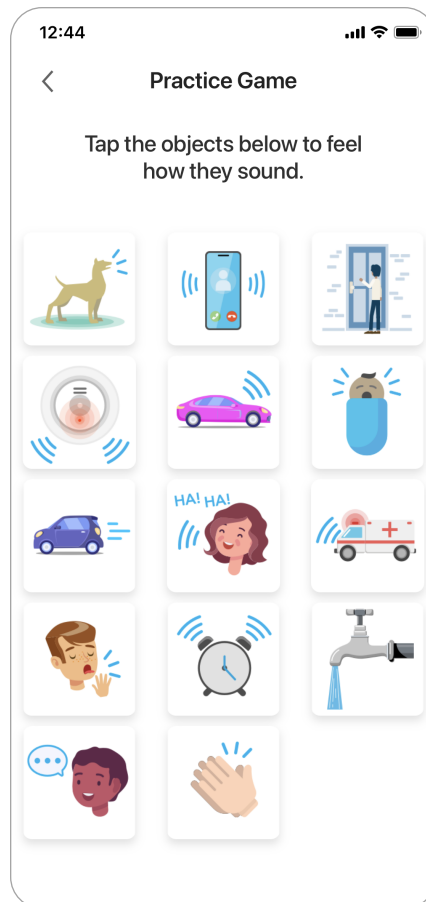
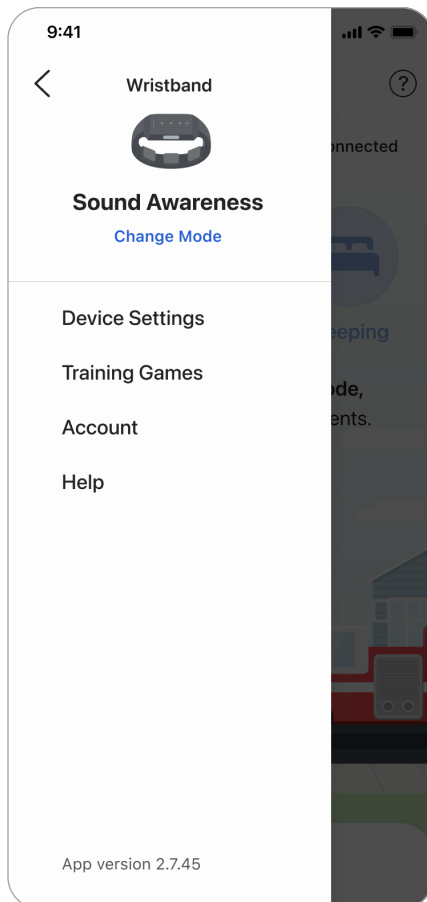


The wristband also gives you the ability to feel music, voices, laughter, a family member entering the room, or a friend calling your name. It's useful for anyone interested in sound perception, including people with hearing loss and people who are deaf.

It will take some time for your brain to interpret each unique vibration pattern with precision – **the more you use the band, the more useful it will become**. Most experienced users, for example, can detect when their name is called.

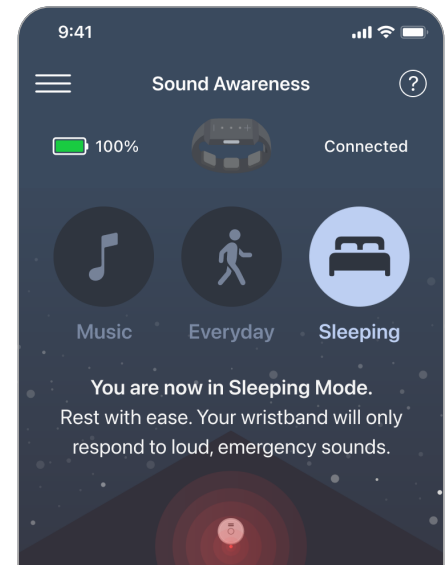
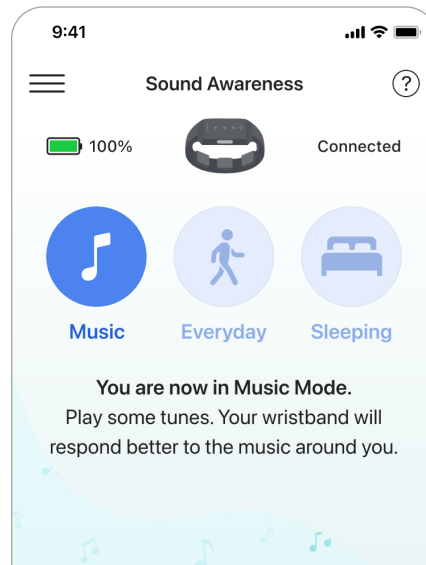
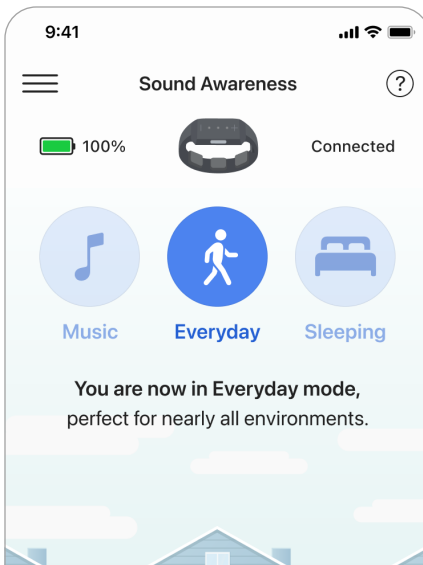
Training games

To help your brain better match sounds to the patterns of vibrations felt on your wristband, use our training games in the Neosensory app 2-3 times a week. To access the training games, click the menu icon on the upper left corner of the app and select Training Games. The more you practice these games and wear the wristband, the more quickly your brain will adjust.



Modes

From the app you can switch to any of our three modes: Everyday, Music, or Sleeping Mode. When your wristband is connected to the app, you can make these changes from the home screen. You will be able to easily switch between each mode by pressing the Everyday, Music, and Sleeping buttons.



Everyday Mode

This mode lets you enjoy your world and everything around you – every day. Use this mode for most daily environments. It adjusts to your surroundings and cancels out unnecessary background noise like air conditioning.

Music Mode

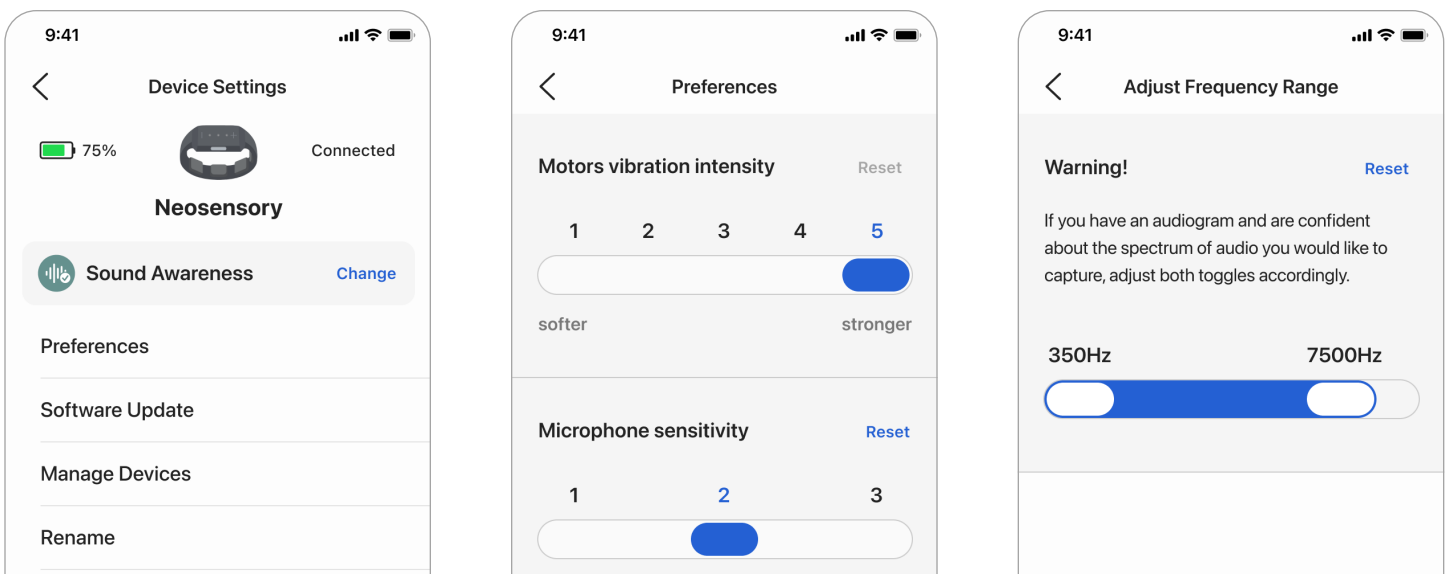
This mode is best for enjoying and experiencing music on another level. There's no need to crank the volume when you wear the wristband. This mode lets you feel the pulse of the beat layered with the textures and nuances of the melody. Whether you love rap, jazz, country, or ballads, strap it on and you're good to go.

Sleeping Mode

This mode is for catching emergency sounds while you sleep. Rest easy knowing that only loud, emergency sounds will alert you. Don't worry, the algorithm filters out snoring and sheet rustling so you can catch your zzz's.

Settings

You can optionally change the vibration intensity level, microphone sensitivity, and frequency range in the app, switch between multiple devices, and name your wristband(s). These settings are helpful when you'd like to feel less of a vibration on your skin or if you'd like your wristband to focus on lower or higher frequency sounds. Naming your device is helpful if you have multiple devices in your household, especially if you control them in the same app.



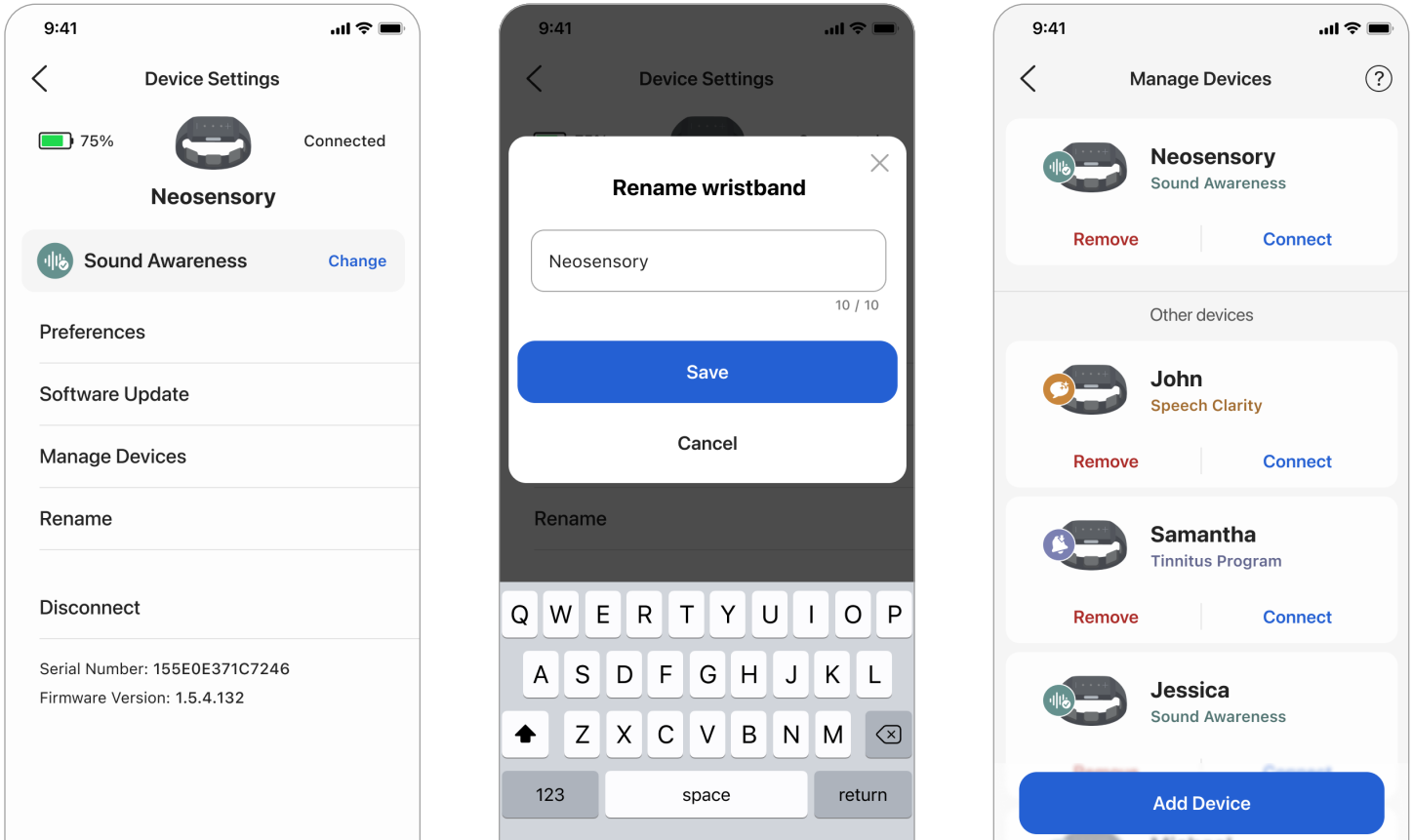
Adjust vibration intensity and microphone sensitivity

1. Open the Neosensory app
2. Tap the **menu icon** in the upper lefthand corner
3. Select **Device Settings**, then **Preferences**.
4. You will then be able to change the vibration intensity and microphone sensitivity of your wristband by moving the sliders left or right. *Press Reset to return to the default setting.*
5. Press **Save and Exit** to apply the changes.

Adjust frequency settings

You can change the range of frequencies your wristband responds to – for example, only high frequency sounds, or only low frequency.

1. Follow steps 1-3 (on the left).
2. Select **Adjust Frequency Range** at the bottom of the screen.
3. Move the sliders to your desired range.
Press Reset to return to the default setting.
4. Press **Save and Exit** to apply the changes.



Name your wristband

The option of naming your wristband can be useful if you have other devices in your household. If you'd like to create a unique name for your Neosensory wristband simply:

1. Open the Neosensory app
2. Tap the **menu icon** in the upper lefthand corner
3. Select **Device Settings**, then **Rename**.
4. Type in a new name up to 10 characters long.
5. Press **Save** to apply the changes.

Switch between multiple devices

If you have multiple devices in your household paired with the same smartphone, you can switch between the devices by completing the following steps:

1. Open the Neosensory app
2. Tap the **menu icon** in the upper lefthand corner
3. Select **Device Settings**, then **Manage Devices**.
4. In the list of the available devices press **Connect** to the desired wristband. *If the wristband isn't listed, press **Add Device** to connect to a new device.*

- **My wristband isn't picking up on sounds**

If your wristband isn't vibrating for the sounds you expect in your surroundings, check these things:

1. **Is the band working?** Turn the wristband on by pressing the power button. If you don't see 3 green lights and feel vibrations when you press the (+) plus or (–) minus buttons, go through the reset flow in the *"My wristband won't turn on"* question on page 10.
2. **Is there anything blocking the microphone**, such as clothing or dirt?
3. **What sensitivity level is your wristband on?** If you're not sure, push the + button until your unit shows 3 white lights. Using a higher sensitivity level will let you pick up on more sounds.
4. **Are you using Sleeping Mode or Music Mode?** Check on the main screen in your Neosensory app. We recommend trying Everyday Mode to pick up on most sounds.
5. **After confirming you're in Everyday Mode**, blow into the microphone. Do you feel any vibrations from your wristband? If not, or if you're still having trouble, please contact our customer support team at support@neosensory.com or our VP number: (832) 529-6334.

- **My wristband is picking up everything**

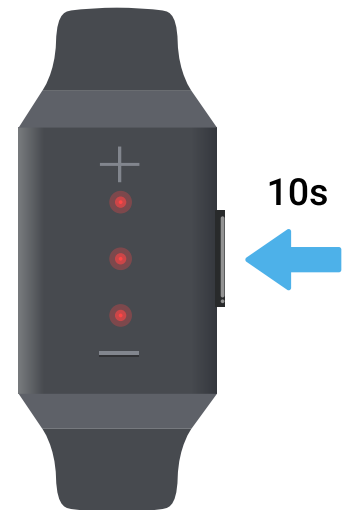
When you're in a noisy environment such as a restaurant, the wristband will pick up a lot of those sounds. If you'd like to feel fewer vibrations, you can do the following things:

1. **Change the sensitivity level on the band.** Press the (–) minus button on the wristband to decrease the amount of sounds it picks up.
2. **Try using Night Mode** if you're only interested in loud beeping sounds like alarms or phone rings.
3. **Some people find Music Mode more useful** if they're in noisy environments. Try it out and see if it works for you.
4. **If you're still having trouble**, please contact our support team at support@neosensory.com.

• My wristband won't turn on

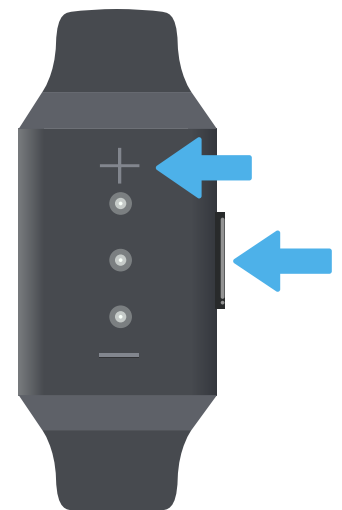
If your wristband won't turn on even though it's charged, use the following steps to do a **reset to default settings**.

1. Hold the power button for 10 seconds until you see the red lights countdown from 3 to 0.
2. Release the power button.
3. After a few seconds, green flashing lights will indicate your wristband has completed the hard reset.
4. In a few more seconds, the wristband will turn itself back on.



• My wristband won't pair with my smartphone

1. Hold down the power button and the plus (+) button until the LEDs scroll back and forth, and then release both buttons.
2. Wait until the LEDs have stopped scrolling (around 45 seconds), and all LEDs are off. The band should now be powered on and responding to sound.
3. In your phone's System Bluetooth settings, remove your wristband from the list of known Bluetooth devices.
4. In the Neosensory phone app, go to menu by pressing the 3 horizontal bars in the top left, then "Device management", then select your device, then "Remove Device".
5. Connect your wristband to the Neosensory phone app by pressing "Add device" from the app menu.



hold (+) and power

How long does the wristband take to charge How long does the charge last?

It should take around 40 minutes for your wristband to charge from empty to a full battery, and it can last over 24 hours on one full charge, depending on the microphone sensitivity level and how noisy the environment is.

Is the wristband waterproof?

It's water resistant, but not waterproof. It can be worn in light rain or during a workout, but not in the shower or in bodies of water.

How do I clean my wristband?

We suggest using a damp cloth with warm water to wipe down the band. Then dry it with a microfiber cloth. Avoid using soaps as that may leave residue on the band or chemical products that may deteriorate the materials.

How does my brain adjust to the vibrations?

Your brain will start matching sounds to the patterns of the vibrations over time. The more you wear your wristband, the quicker your brain will learn these patterns. Some things you can try to help your brain connect vibrations to sounds are to test sounds in different environments. Try clapping, knocking, ringing the doorbell, or pushing the test button on your fire alarm. You can also practice with the training games in the Neosensory app (available for iOS and Android).

Will the wristband help me with speech comprehension?

While the wristband helps with speech detection, it is not intended for individuals looking for help with speech comprehension. Sound Awareness captures sound around you and translates it into rich vibrational patterns. It is not intended to treat or mitigate hearing loss or its symptoms. If you suffer from hearing loss, please consider using our wristband in Speech Clarity Mode (and see Clarify on neosensory.com for more info). The wristband is not a hearing aid or intended for use as a medical device. It may be used by individuals whether or not they have hearing aids. You should consult your doctor or audiologist about hearing loss.



Will Sound Awareness help me with lip reading?

Many Neosensory community members report they feel their lip-reading improves when using the band. Words that look the same on the lips, such as “fifteen” and “fifty”, can feel different.



Will the wristband filter out background noise?

Yes, our patented algorithms filter out certain noises depending on the mode you choose. Everyday mode is designed to filter out constant “hums,” like a refrigerator running or an air conditioning unit blowing air. However, it will still pick up on important sounds like a person who starts talking to you, cars honking, and babies crying. Night mode is specifically designed to filter out snoring, while picking up on alarms, smoke detectors, and sirens.



For more information about the Sound Awareness program or any of the topics above, please reach out to our customer support team at support@neosensory.com or our VP number: (832) 529-6334 and we will be more than happy to help.