BioIntelliSense

# BioSync App Instructions for Use
MARCH 2022

Table of Contents

Launching the App

When you first launch the app, you will be asked to agree to our Terms & Conditions

   a. **Scroll down** to the bottom of the document to enable the checkbox and then tap "**Accept**"

On Android, you may see a request for location permissions.

   a. Location permissions are **required** to use Bluetooth devices running Android 11 or below.
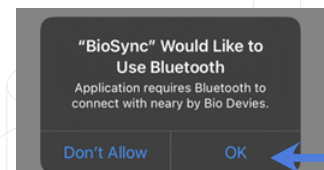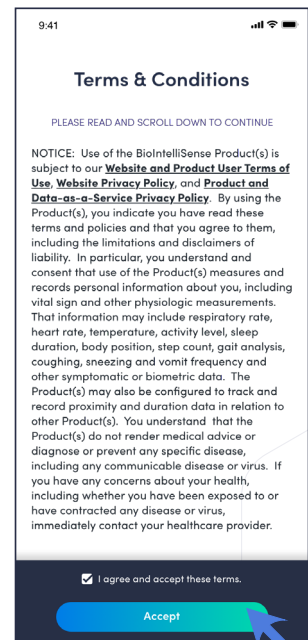
   b. **Select "While using the app".**
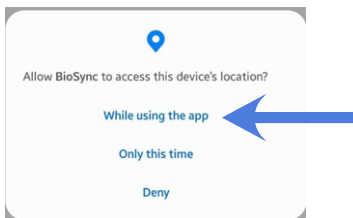
On iOS, you will see a screen requesting permission for Location Access. Select "**Show Pop-up**" and then select "**Allow while Using App**" to grant permissions
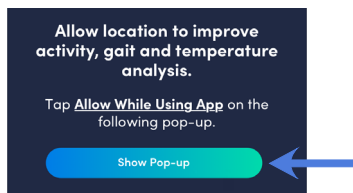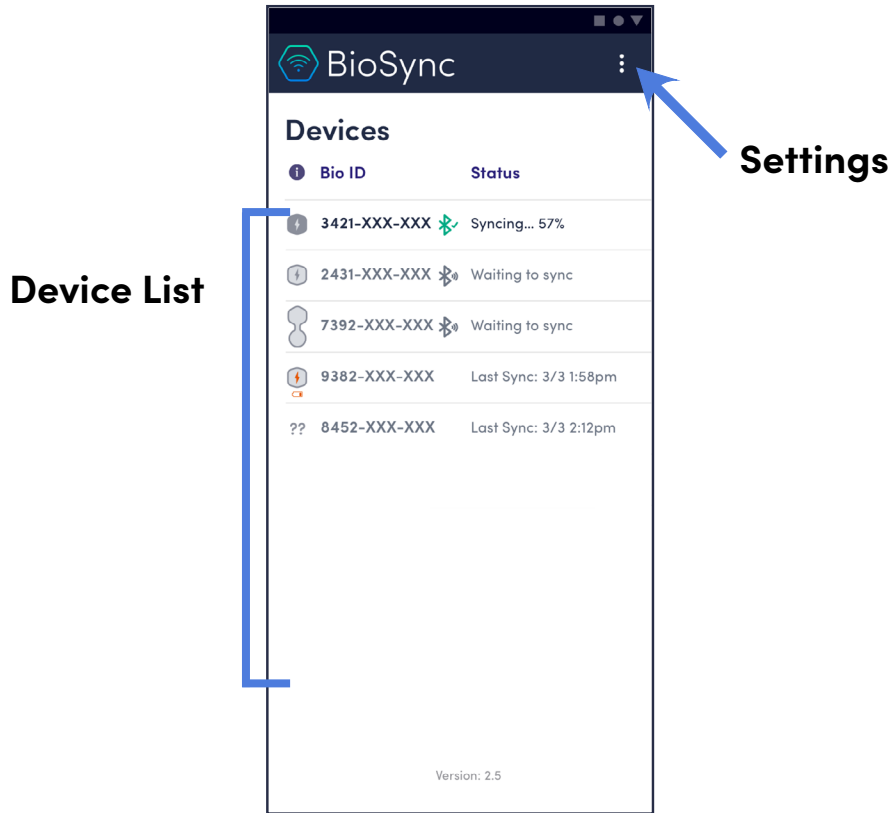

On iOS, you will then see a popup notification for Bluetooth Access.

   a. **Tap OK** to allow connecting with the BioSticker or BioButton devices.

BioIntelliSense

BioSync App Overview

Settings

Device List

BioSync

Devices

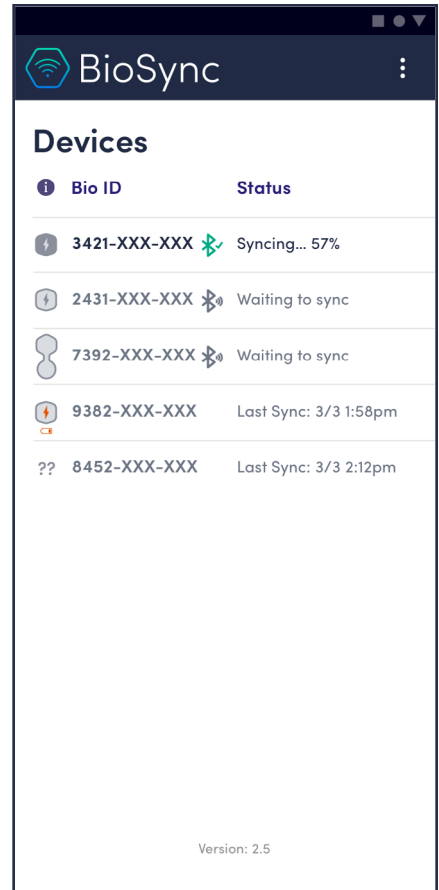| Bio ID	Status
3421-XXX-XXX	Syncing... 57%
2431-XXX-XXX	Waiting to sync
7392-XXX-XXX	Waiting to sync
9382-XXX-XXX	Last Sync: 3/3 1:58pm
?? 8452-XXX-XXX	Last Sync: 3/3 2:12pm

Version: 2.5

Icons

⚠️ An error has occurred (no internet and/or Bluetooth connection).

🔵 Device that is in range, but is not currently connected.

✓ Device that is connected and currently syncing or updating.
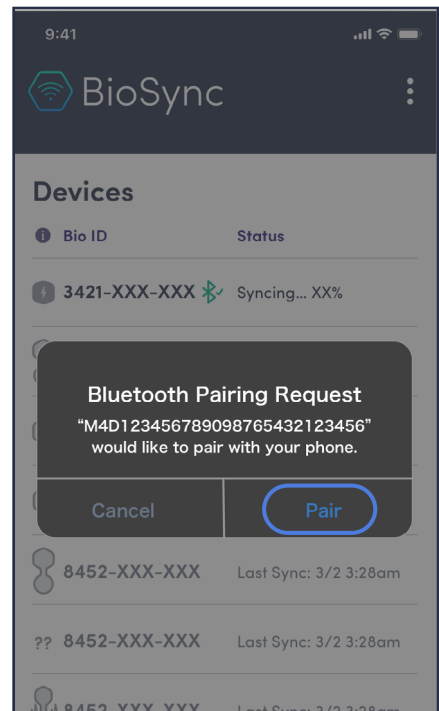
Scanning for Devices

Once you have Bluetooth and internet connection, the BioSync app will automatically scan for devices.

    a. To initiate a scan in the app, you can **swipe down** on the main screen or bring the app to the foreground.

If you receive a **Bluetooth pairing request** notification on your device, select **Pair**.

Connecting to Devices

The devices discovered in the scan will appear under **Devices**.
Each device's Bio ID and status will be displayed.

The app will connect to one device at a time.
- The connected device ($\ast\checkmark$) will sync data and may perform a device firmware update if there is one available.

- The other unconnected devices ($\ast_\gg$) will remain in the queue until the connected device has completed processing.

As devices finish processing, the list will display the last time the device was connected to the app.
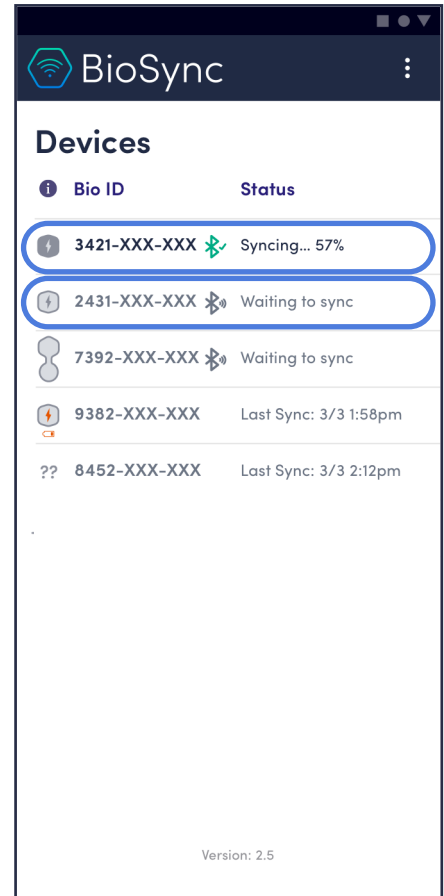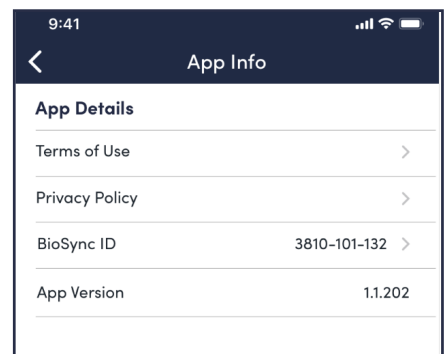
Settings

Tap the **menu icon** in the upper right to reveal the menu options.
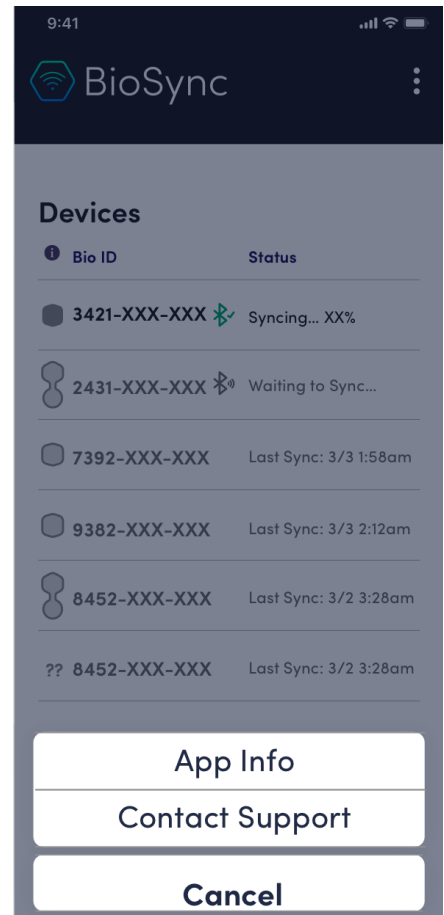

From the menu, select **App Info** to see the app version, unique BioSync ID, and reference our Terms of Use and Privacy Policy.

In iOS, you can enable the **Limit Background Syncing** feature if you are experiencing significant battery drain.

Note: Enabling this feature will impact syncing performance. We do not recommend enabling this feature if you are required to sync frequently.
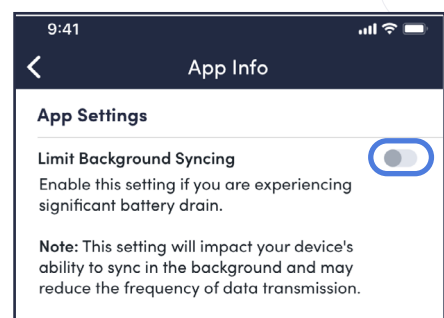
From the menu, select **Contact Support** to get in touch with our support team.

Please indicate the Bio ID of the wearable device you are using, any details about the issue and then select **Create Email**.

An email addressed to our support team will be generated with the information you provided and app logs will be attached.

Send email and our support team will help you with the reported issue.

Troubleshooting and FAQ's

Can I use the BioSync App to sync more than one device?
Yes, you can sync more than one device. However, only one device can be connected (and synced) at a time.

How do I know if my devices are being synced?
The BioSync app will connect and sync one device at a time. For example, a connected device that is syncing will show a status of "Syncing... 35 kB." All other devices in range (but not connected) will show a status of "Waiting to Sync..."

An error message (⚠️) appears. What do I do?
If there is no internet connection (Wifi or mobile data) and/or Bluetooth connection, you will receive an error message. The internet connection enables you to use the app while the Bluetooth connection enables you to connect to BioSticker(s) in range. Please ensure that you have both internet and Bluetooth connection.