BioIntelliSense

BioMobile Instructions for Use

JULY 2023

Table of Contents

Indications for Use

The BioMobile™ application is intended for the user to sync data from the medical-grade BioIntelliSense wearable device.

The BioMobile application may include in-app data visualization based on the specifications of the monitoring program.

The BioMobile application is indicated for use by users who are 18 years of age or older.

> ⚠️ BioMobile requires the use of your smartphone's Bluetooth to connect with your BioIntelliSense wearable device to sync data and to receive periodic software updates.

> ⚠️ The BioMobile application does **NOT** treat, diagnose, or prevent any disease or conditions.

NOTE: Read through this Instructions for Use document for more details regarding the use of the application.
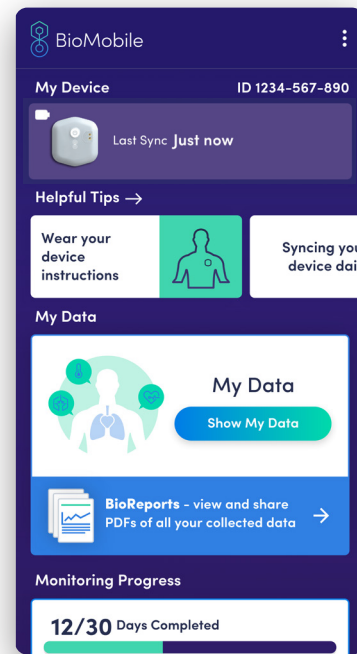
Home screen and the paired device may vary based on the specifications of the monitoring program.

IN CASE OF EMERGENCY, CALL 911 IMMEDIATELY

Our Customer Support line is not for medical emergencies. If you believe you have an emergency, **dial 911.**

For non-urgent support or questions about our product, please call **888.908.8804 (US ONLY)** or email **support@biointellisense.com,** Monday to Friday between 7:00am - 7:00pm MT.

Downloading the App

MINIMUM SOFTWARE REQUIREMENTS

OS PLATFORM	PHONE MODELS	OS VERSION
Apple iOS	iPhone 6+	iOS 13+
Google Android	Varies	Android 8+

DOWNLOAD INSTRUCTIONS

To download the app to your mobile device, either:

- **SCAN** the QR code to the right;
- **VISIT** https://bioIntellisense.com/biomobile;
- **SEARCH** for **"BioMobile"** in the Google Play or Apple App Store.


Registration and Account Creation

ENTER YOUR REGISTRATION CODE

The registration code is a 6-character code that may have been provided by your program administrator in a Quick Start Guide.

If you can not locate your registration code, please contact Customer Support.
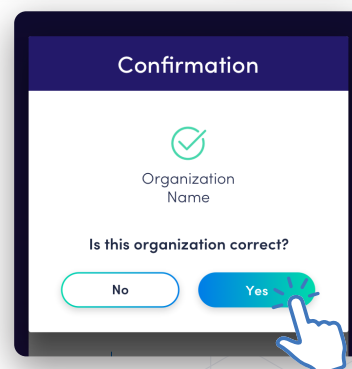
NOTE: The Registration code is **6 characters long**. It is **NOT** the 10-digit Bio ID that is located on your packaging.

Enter the registration code and tap **CONTINUE**.
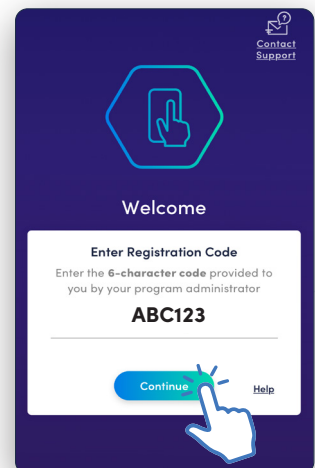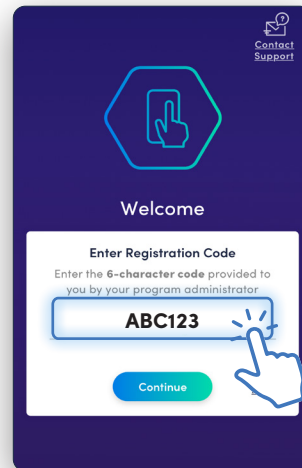
CONFIRM ORGANIZATION

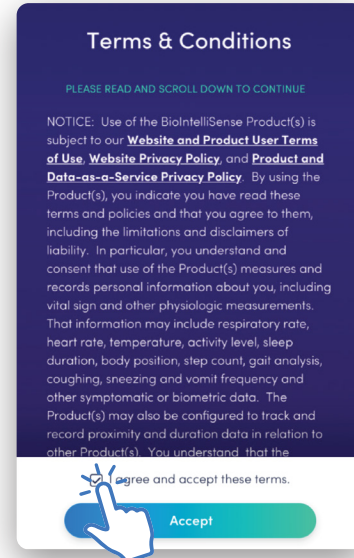Tap **YES** to confirm your organization.

ACCEPT TERMS AND CONDITIONS

SCROLL DOWN to read the full text.

Select the **CHECK BOX** to accept the Terms and Conditions.

Tap **ACCEPT**.

NOTE: If the checkbox can not be selected, make sure you have scrolled down to the bottom of the Terms & Conditions.
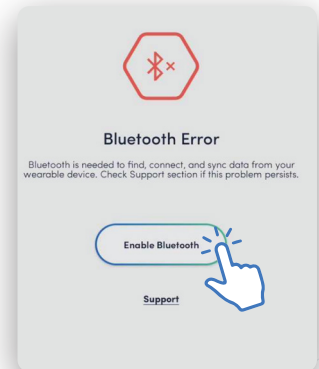

ALLOW BIOMOBILE TO USE BLUETOOTH

BioMobile requires the use of your phone's **Bluetooth Setting** to connect with your wearable device to sync data and to receive periodic software updates.

- On **iOS**: Tap **OK** on the Bluetooth request pop-up;
- On **Android 12+**: Tap **Allow** on the Nearby Devices (Bluetooth) request pop-up;
- On **Android 11 and below**: Location is required for Bluetooth - Tap **Allow** on the Location permissions pop up and then Tap Allow for Bluetooth permissions.
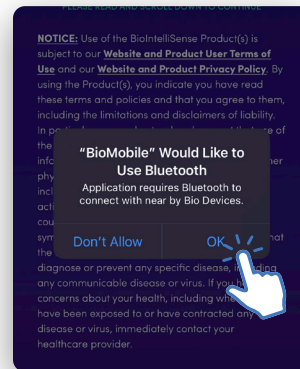

iOS – Allow to use bluetooth


Android – Allow to use bluetooth

ALLOW BIOMOBILE TO USE LOCATION

- On **iOS:** BioMobile will request Location Permissions to improve background performance and data collection.
- On **Android 11 and below:** BioMobile requires the use of your **Location with Bluetooth** to continuously find and connect to your wearable devices even when the app is closed or in the background.

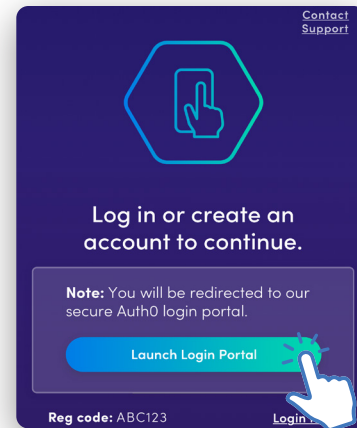**NOTE:** Your location data is not stored or shared.
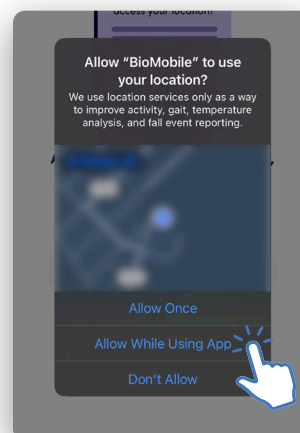
iOS – Allow location
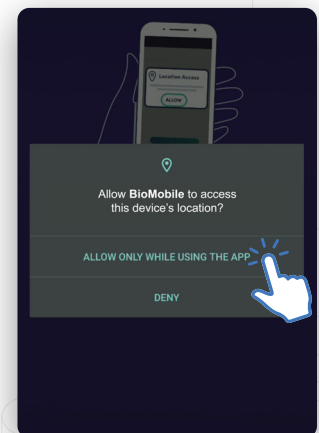
Android – Allow location

CREATE AN ACCOUNT OR LOG IN

Tap **LAUNCH LOGIN PORTAL** to launch the secure account creation and login portal.

CREATE AN ACCOUNT (SIGN UP)

For first time use:

- **ENTER** a valid **email address** in the first email field and re-enter it in the second field to confirm;
- **ENTER** a valid **password** in the first password field and re-enter it in the second field to confirm.

Ensure you write down the email and password and store in a secure location.

Tap **SIGN UP** at the bottom of the screen to create your account.
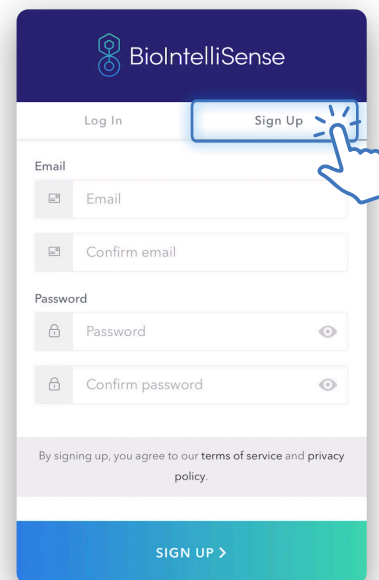
LOG IN TO AN EXISTING ACCOUNT

If you previously created an account, tap **LOG IN** and enter the email address and password you used to create your account.

If you don't remember your password, tap **Don't remember your password?** and enter the email address associated with your account. You will receive an email with password reset instructions.

If you forgot your email, please contact Customer Support. Further information can be found below in the "Contact Us" section.
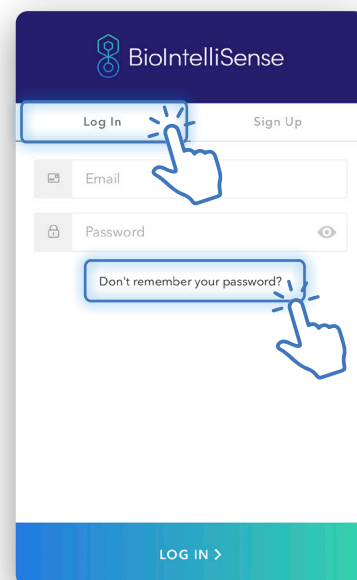
ENTER YOUR TIMEZONE

You will be asked to enter your timezone:

- Check if the automatically detected timezone is correct;
- If the timezone is not correct, tap **Choose Another Timezone** to select a different one;
- Tap **CONTINUE** to confirm and move on to the next step.
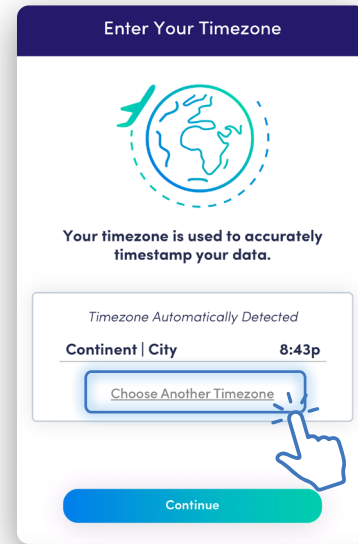

ENTER YOUR INFORMATION

You may need to input your personal information if it hasn't already been entered prior to app onboarding.

NOTE: You may not encounter this step, depending on the monitoring program you are enrolled in.

Enter your information and tap **NEXT** until you have completed all the fields.

Tap **CONTINUE** after all fields have been completed.

NOTE: Personal information is shared and protected per BioIntelliSense's Terms of Use and Privacy Policy. The type and amount of information requested may vary based on the specifications of the program. Contact your program administrator or Customer Support if you have any questions or concerns.
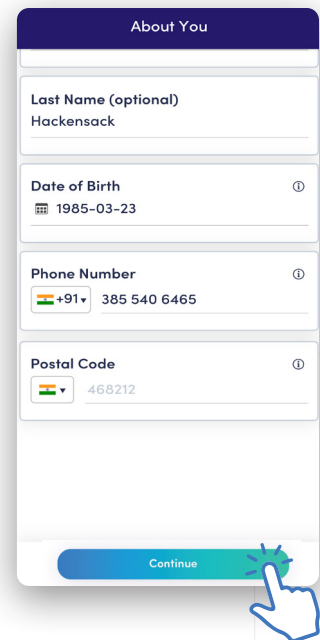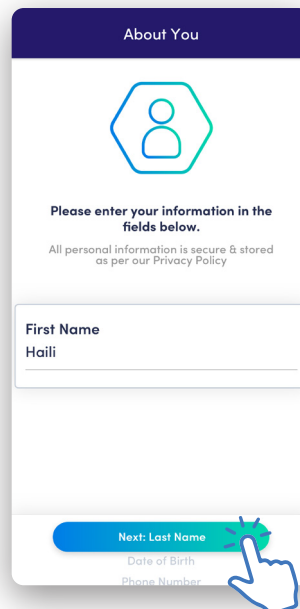
Pairing Instructions

IDENTIFYING YOUR PAIRING FLOW

There are two different pairing flows, **Order Creation** and **Link to Existing Order**.
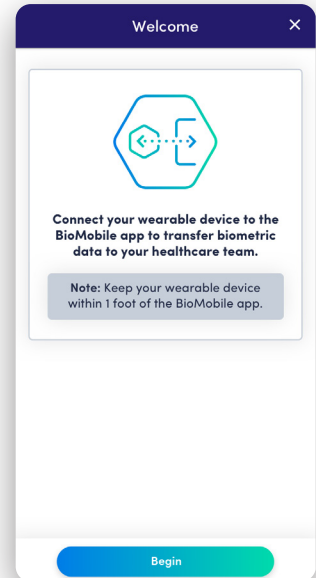
Your flow will be determined by the monitoring program you are enrolled in. Use the screens shown on the right as reference to identify the correct flow. Once the correct flow is identified, scroll down to the related instructions.

Order Creation

Link to Existing Order
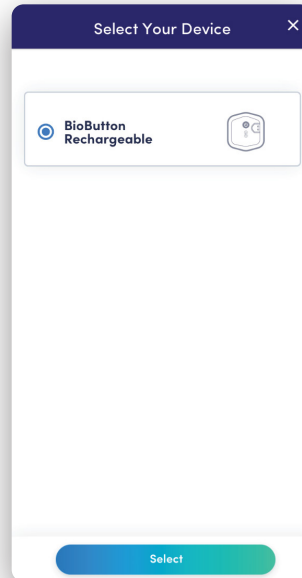
If you see this screen – follow the **Order Creation Flow** instructions.

If you see this screen – follow the **Link to Existing Order Flow** instructions.
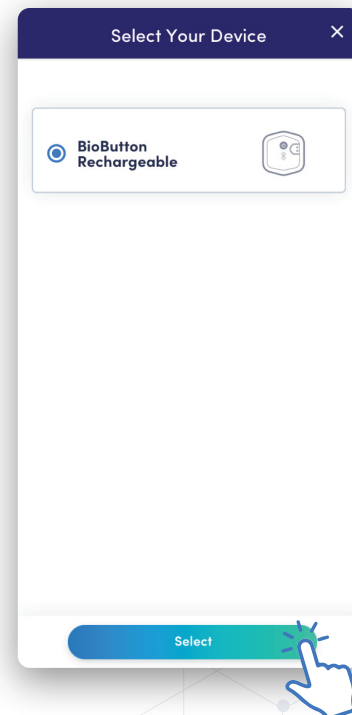
Order Creation Flow

This flow will register you as a new user and create an order for your monitoring period.

SELECT YOUR DEVICE

Tap the circle to the left of your device name.

Then, tap **SELECT** to continue.

CHARGE YOUR DEVICE (BIOBUTTON RECHARGEABLE ONLY)

If you are already wearing your wearable device, press the button to check your battery level.

If the device LED indicates the device needs charging, or if you are not wearing your device, refer to BioMobile app for charging instructions. For more information, refer to the *BioButton Rechargeable Instructions for Use* (document # IFU-BBR-1504).

When ready, tap **MY DEVICE IS FULLY CHARGED** to continue.
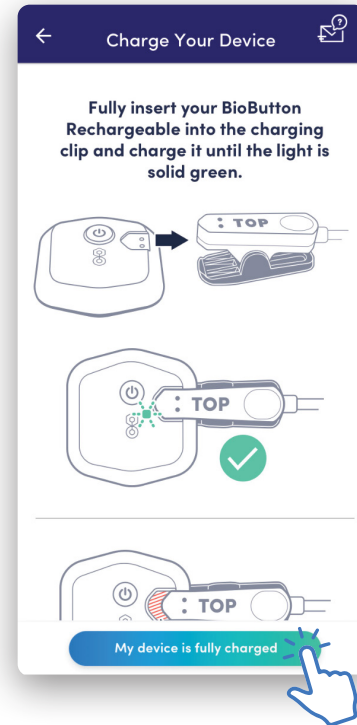
TURN ON YOUR DEVICE

Follow the instructions to power on your device.

Tap **I SEE THE BLINKING LIGHT** to continue.

If you don't see the blinking light, tap **I DON'T SEE THE BLINKING LIGHT** for additional support.

ENTER THE 10-DIGIT BIO ID

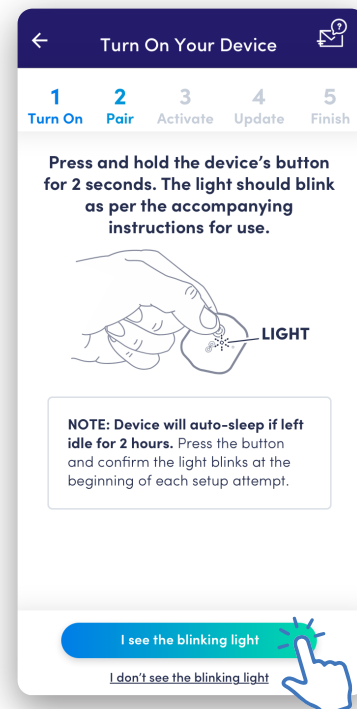The Bio ID is 10 digits and is located on the outer package and underneath the bar code of the wearable device. For more information, refer to the *BioButton Rechargeable Instructions for Use* (document # IFU-BBR-1504).

Enter the Bio ID and tap **PAIR DEVICE** to continue. If you are unable to tap **PAIR DEVICE**, ensure you have correctly entered your Bio ID.
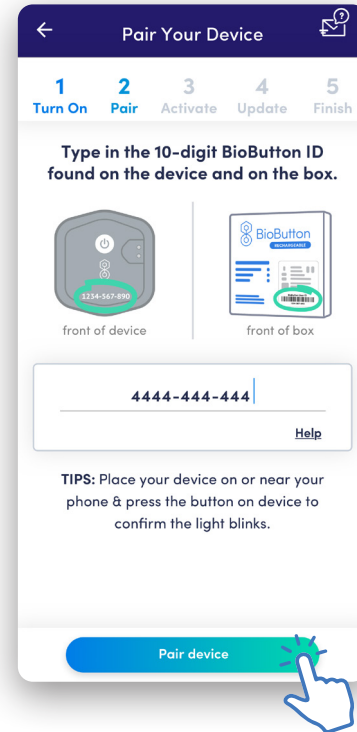
NOTE: The Bio ID is **NOT** the FCC ID, REF Number or Product Code on the front of the packaging.

front of device

front of box

DEVICE SOFTWARE UPDATE

After activating the wearable device, BioMobile will check if the wearable device requires a software update.

> ⚠ Keep the app open and **DO NOT CLOSE THE APP OR DISCONNECT THE WEARABLE DEVICE** while the update is in progress.

Please follow the on-screen instructions:

- Press wearable device's button and confirm wearable device light blinks;
- Place the wearable device on or near your phone.

If the software update fails, try one or both of the following:

- Tap **RETRY** to restart the software update;
- On **iOS**: Quit the app (swipe close). Relaunch the app and restart this process.
- On **Android**: Go into the app settings and select "Force Stop". Relaunch the app and restart this process.
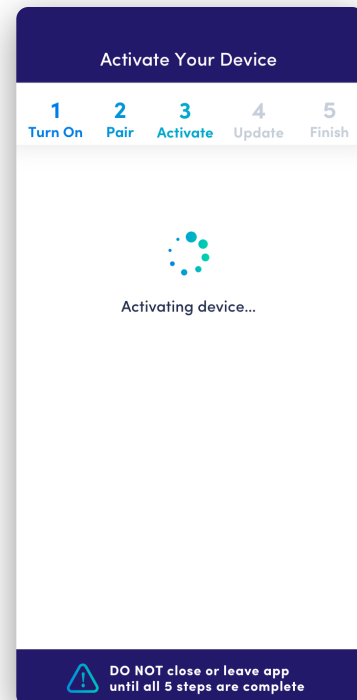
If this issue persists, please contact Customer Support.

After the software update completes, see "Instructional Slides" section below for next steps.
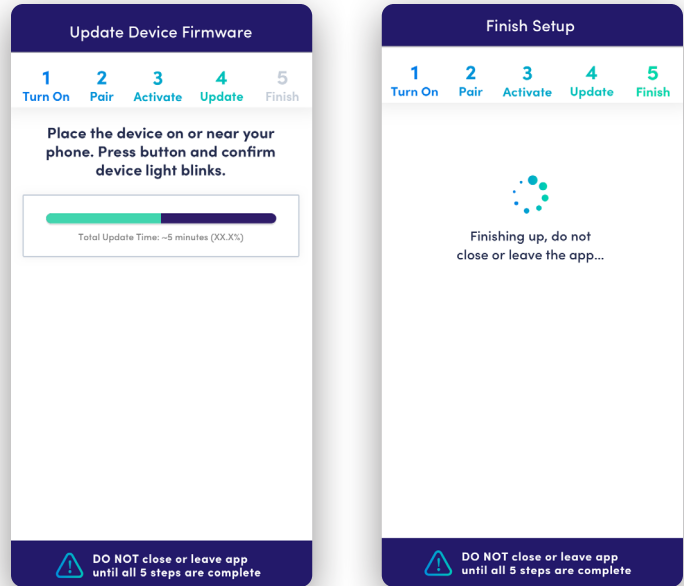
Link to Existing Order Flow

This flow will link to an existing, active order for the wearable device to support continued monitoring with the BioMobile app.

WELCOME SCREEN

This screen introduces your monitoring program and wearable device setup.

NOTE: Keep your wearable device within 1 foot of your phone and keep the app open during setup.

Tap **BEGIN** to continue.

ENTER THE 10-DIGIT BIO ID

The Bio ID is 10 digits and is located on the outer package and underneath the bar code of the wearable device. For more information, refer to the *BioButton Rechargeable Instructions for Use* (document # IFU–BBR–1504).
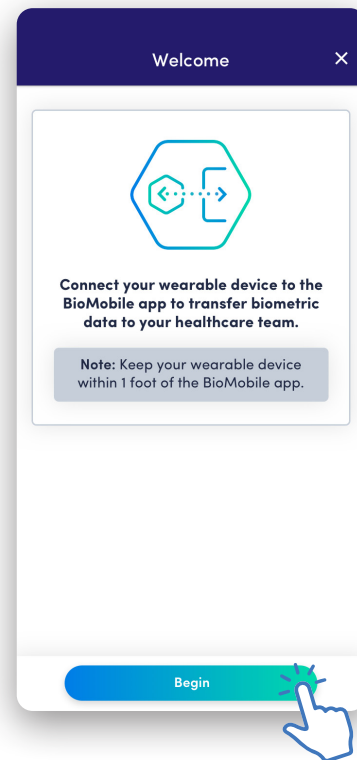
front of device

front of box

Enter the Bio ID and tap **NEXT** to continue. If you are unable to tap **NEXT**, ensure you have correctly entered your Bio ID.

NOTE: The Bio ID is **NOT** the FCC ID, REF Number or Product Code on the front of the packaging. The Bio ID is 10 digits and is located on the outer package and the wearable device.

DEVICE SOFTWARE UPDATE

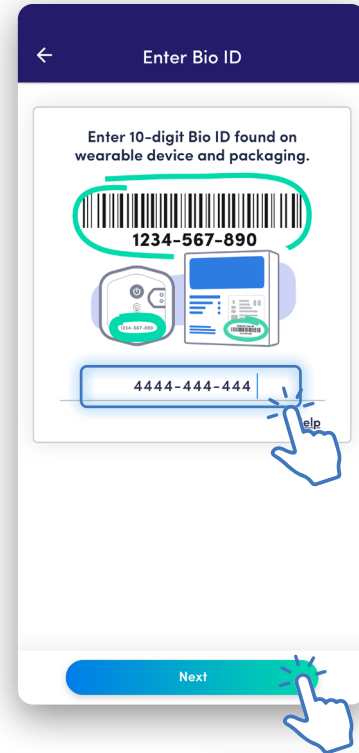After scanning for and connecting to the wearable device, BioMobile will check if the wearable device requires a software update.

> ⚠️ Keep the app open and **DO NOT CLOSE THE APP OR DISCONNECT THE WEARABLE DEVICE** while the update is in progress.

Please follow the on-screen instructions:

- Press wearable device's button and confirm device light blinks;
- Place the wearable device on or near your phone.

If the software update fails, try one or both of the following:

- Tap **RETRY** to restart the software update;
- On **iOS**: Quit the app (swipe close). Relaunch the app and restart this process.
- On **Android**: Go into the app settings and select "Force Stop". Relaunch the app and restart this process.If this issue persists, contact Customer Support.
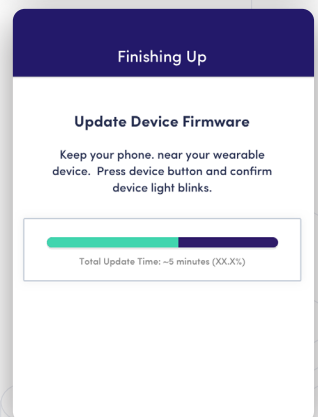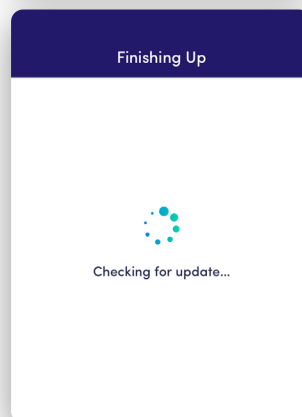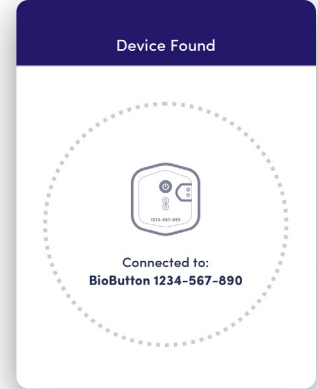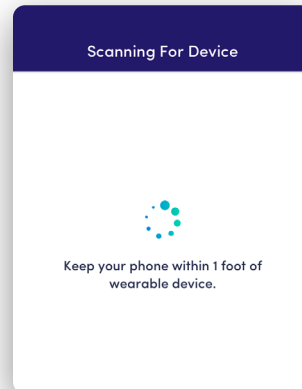
INSTRUCTIONAL SLIDES

Swipe through the instructional slides to get acquainted with your wearable device and the BioMobile app.

SETUP COMPLETE!

After the instructional slides, the app will open the dashboard.

The app will scan and sync any data stored on your wearable device. There may be a delay before this happens if there is no data to sync.

Syncing Your Device

Launch the app regulary throughout the day to confirm that your device is syncing regularly.

Back ● ● ● ● ● **Next**

BioReports

A PDF BioReport will be sent to your account email address. Open the PDF attachment to view your recent data.

Back ● ● ● ● ● Done
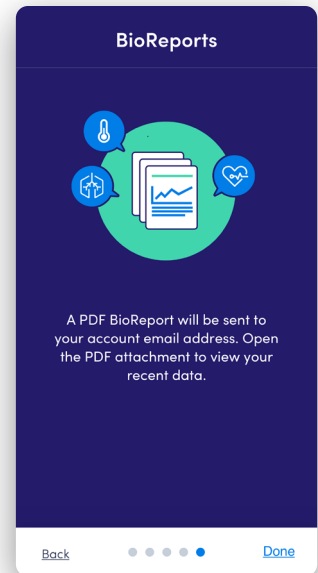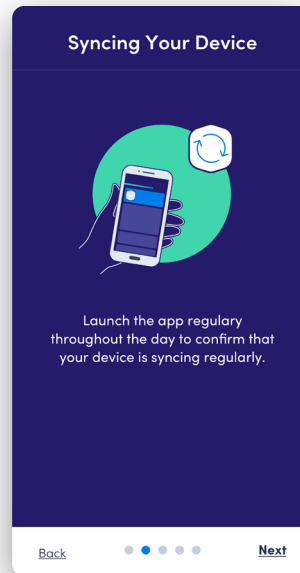
ALLOW NOTIFICATIONS

Push notifications are an important feature of our app that can help keep you updated and enhance your user experience.
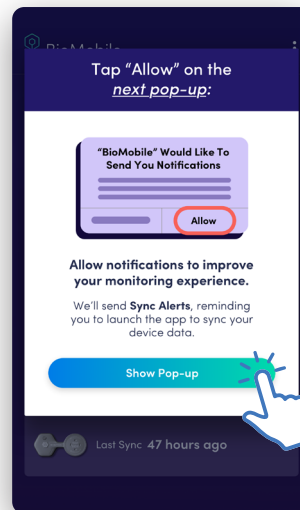
The main purpose of these notifications is to provide you with reminders to sync your wearable device data in case the app has closed for any reason.
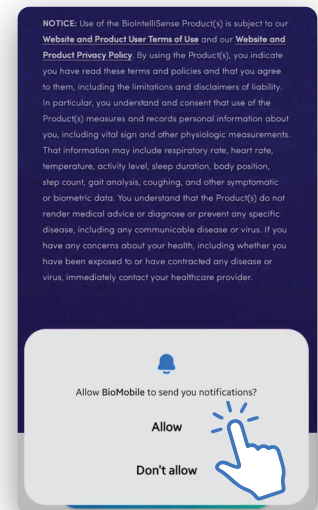
⚠️ Allow app notifications to improve your monitoring experience.

Please follow the on-screen instructions:

- On **iOS:** BioMobile will request to allow push notifications after completing Instructional slides step.
- On **Android 12 and below:** BioMobile will request to allow push notifications after completing Instructional slides step.
- On **Android 13:** BioMobile will request to allow push notifications after accepting Terms & Conditions.

Tap "Allow" on the *next pop-up*:

"BioMobile" Would Like To Send You Notifications

Allow

Allow notifications to improve your monitoring experience.

We'll send **Sync Alerts**, reminding you to launch the app to sync your device data.

Show Pop-up

Last Sync **47 hours ago**

iOS, Android 11 and below – Allow to send notifications

NOTICE: Use of the BioIntelliSense Product(s) is subject to our **Website and Product User Terms of Use** and our **Website and Product Privacy Policy**. By using the Product(s), you indicate you have read these terms and policies and that you agree to them, including the limitations and disclaimers of liability. In particular, you understand and consent that use of the Product(s) measures and records personal information about you, including vital sign and other physiologic measurements. That information may include respiratory rate, heart rate, temperature, activity level, sleep duration, body position, step count, gait analysis, coughing, and other symptomatic or biometric data. You understand that the Product(s) do not render medical advice or diagnose or prevent any specific disease, including any communicable disease or virus. If you have any concerns about your health, including whether you have been exposed to or have contracted any disease or virus, immediately contact your healthcare provider.

Allow BioMobile to send you notifications?

Allow

Don't allow

Android 13 – Allow to send notifications

Using the App

The dashboard will display up to five (5) main components.

- Menu
- My Device Tile
- Helpful Tips
- My Data / BioReport*
- Monitoring Progress**

*NOTE: The My Data / BioReport tile may look slightly different or may not be present depending on your program settings.

**NOTE: Monitoring Progress tile may look slightly different or may not be present depending on your program settings.

Menu

My Device Tile

Helpful Tips

My Data*

Monitoring Progress
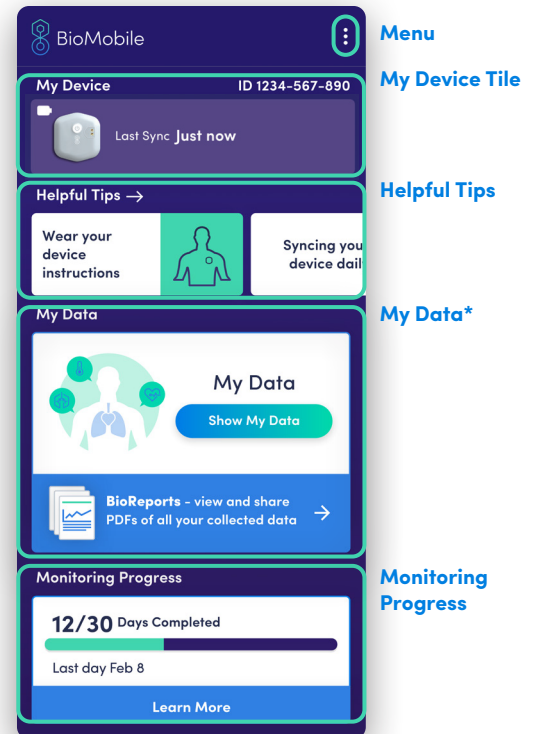
MY DEVICE TILE

The My Device tile will show you information about your wearable device:

- The wearable device Bio ID is displayed in the upper right corner;
- The tile will show the current state of the wearable device including: last sync, sync progress, and software update progress.

The **Last Sync** should be no more than 1 hour ago if your device is connected and the app is running.

If you receive a notification saying that the app has not received data for 4 or more hours, launch the BioMobile app. The app will automatically begin scanning for your wearable device and once found, will begin to sync.

**NOTE:** There are no additional user actions required.

The battery indicator icon displays the current battery level of your wearable device. Keep an eye on this indicator to know when your wearable device needs to be recharged.

If you are experiencing issues with syncing please see the "Troubleshooting and FAQs" section.

Sync Status

Battery Level Indicator
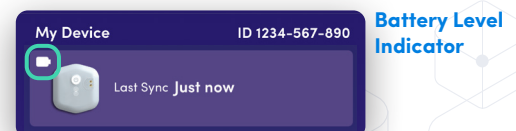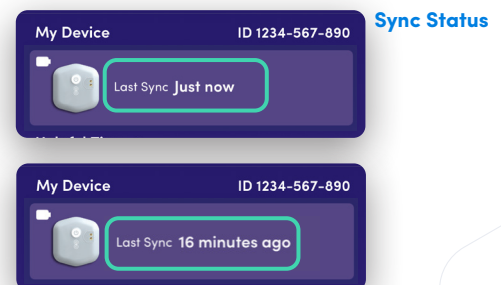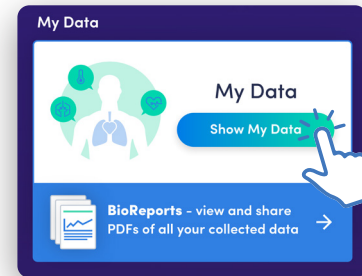
HELPFUL TIPS

Swipe the **HELPFUL TIPS** tiles to the left to learn more about the app and your monitoring experience.
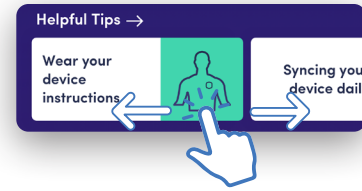
MY DATA TILE

Depending on your monitoring program, you may be able to view your data in the app.

Tap **SHOW MY DATA** to see your data in trending charts.

⚠️ There may be a delay of up to one hour before you see data in the app as your device collects it.

VIEW BIOREPORTS

Depending on your monitoring program, you may be able to view a BioReport in the app.

The **BIOREPORTS** tile will display all of your BioReports generated from the beginning of your monitoring period. BioReports will be generated at least daily.

View, share, and print all BioReport PDF files that have been generated from the beginning of your monitoring period.
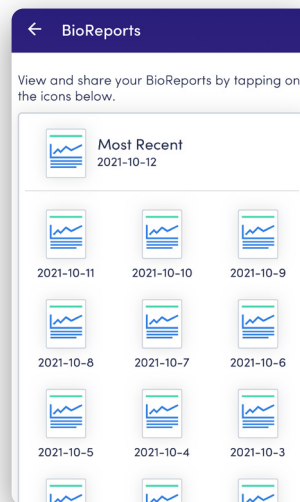
MONITORING PROGRESS TILE

- See how many days are left in your monitoring period or how many days you have been under motioring*;

- Learn more about your monitoring period and what happens after it concludes.

*NOTE: The display of the Monitoring Progress Tile depends on your program.

MENU

To open the menu, tap the three dots in the upper right corner.

You will see the following options:

- **Your Privacy**

- **Settings**

- **Replace My Device:** In the event you need to replace your wearable device, select this menu option. See "Device Replacement" below for details.

  NOTE: You are currently paired with a wearable device at this stage. This option should only be used if you have a defective wearable device and you have been provided a new or replacement wearable device.

- **Contact Support:** If you have questions about the app or need support, select this menu option. See "Contact Support" secton below for details.

- **Log Out**

⚠️ Logging out from the BioMobile app will prevent the wearable device from syncing with the app.
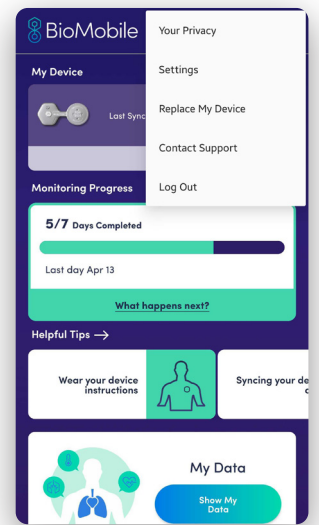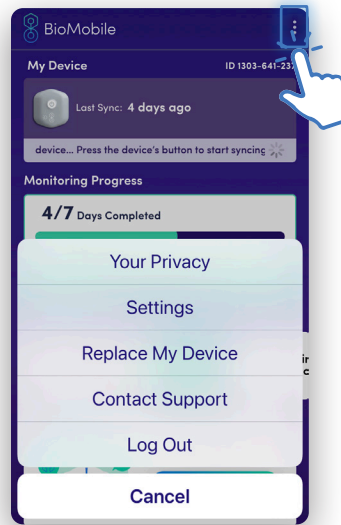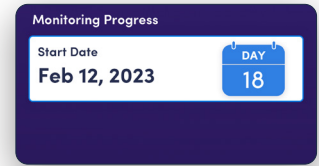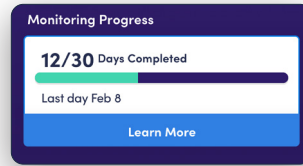
DEVICE REPLACEMENT

If your device was lost or damaged and you received a new wearable device, you can replace your wearable device in the BioMobile app.

From the menu, select **REPLACE MY DEVICE.**

> ⚠️ Proceed only if you have a working replacement wearable device that has never been set up before.

Check the box and tap **CONTINUE.**

Make sure you have:

- Bluetooth enabled;
- Reliable WiFi or Cellular signal;
- 5 – 15 minutes.

If you have these, please tap **PROCEED.**

If you do not, please tap **SET UP LATER.**

> ⚠️ If you proceed without a device, you will need to uninstall and reinstall the app to go back to the dashboard.

Continue through the screens and pair your new wearable device with the BioMobile app. Place your new wearable device on or near your phone during the pairing process. See the "Pairing Instructions" section for a step-by-step instructions.

When this step is complete, the app will return to the dashboard and your new wearable device's Bio ID will be visible on the My Device Tile.
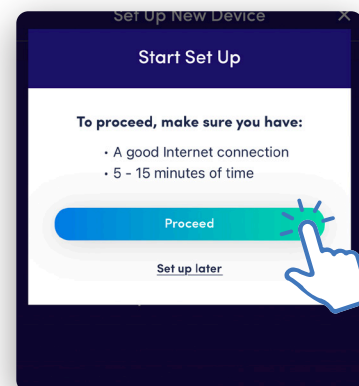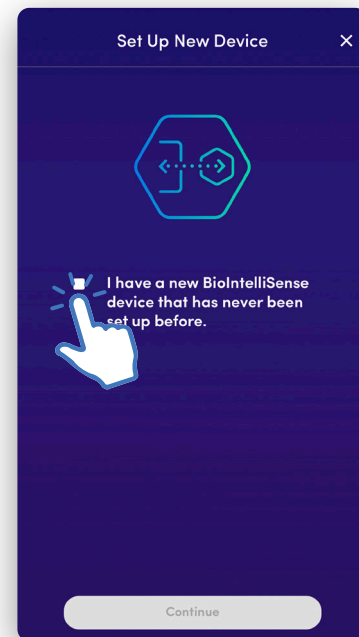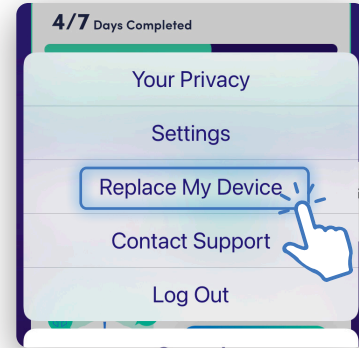
CONTACT SUPPORT

If you have questions about the app or need support, you can contact our Customer Support team from the app.

From the menu, select **CONTACT SUPPORT.**

On the Contact Support screen, select your concern using the drop down and provide any details regarding the issue you are encountering.

Tap **CREATE EMAIL** and an email will be created including your account information and app logs in order for the Customer Support team to assist you. You may add additional information explaining what you need support for before you send the email.

NOTE: For other questions related to your program, please contact your program administrator.
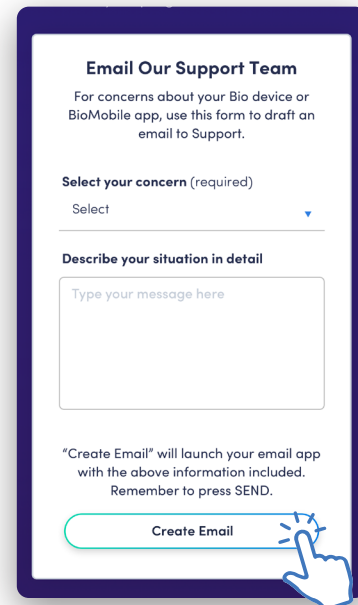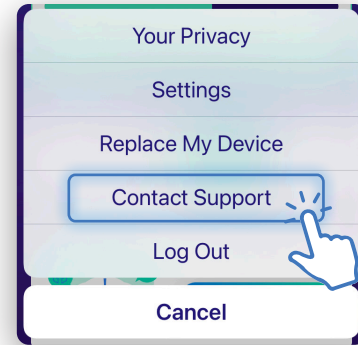
ACCOUNT DELETION

To permanently delete your account, go to Settings from the Main Menu, and tap **DELETE MY ACCOUNT.**

Tap **REQUEST ACCOUNT DELETION** to initiate account deletion. You will be logged out of the BioMobile app and your email app will launch with the details to request your account deletion. Send the email to initiate account deletion.

> ⚠️ This process cannot be undone. Your active monitoring period will be ended and/or you will no longer have access to your data or monitoring period details.
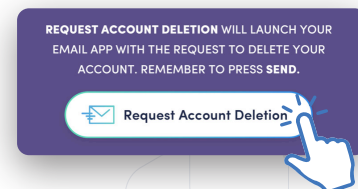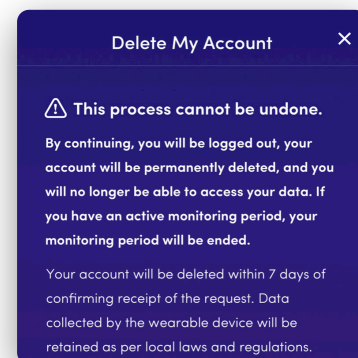
Troubleshooting and FAQs

WHERE IS MY BIO ID LOCATED?

- The 10 digit Bio ID is located on the wearable device and the wearable device packaging.
- Once registered, your Bio ID is displayed in the My Device section of the BioMobile dashboard.

HOW OFTEN SHOULD MY DEVICE SYNC?

- The wearable device will sync with the BioMobile application every 10-30 minutes when the BioMobile application is running in the foreground or background.
- The My Device section of the BioMobile app dashboard displays the time of last sync.

⚠️ For iPhone (iOS) users, the BioMobile app must be running for wearable device data to sync. We recommend launching your app every few hours to confirm the app is still running and able to sync with your device.

MY DEVICE IS NOT SYNCING, WHAT SHOULD I DO?

If you encounter difficulty syncing, please follow the instructions noted below:

- Press and release the wearable device's button and confirm that the device LED blinks green or orange. If the device LED does not blink green or orange, contact Customer Support.
- Check your mobile device settings and ensure that Bluetooth is turned on.
- Close and restart the app to initiate a scan for the device. This will not force a sync unless 10-30 minutes or more have elapsed since the last sync time.
- Reset Bluetooth by turning your mobile phone's Bluetooth off and on.
- If you are still unable to sync, log out of the BioMobile app and log back in (to access this menu, press the three vertical dots on the top right of the home screen).
- If you require additional support, please contact **support@biointellisense.com** or call **1.888.908.8804 (US Only)**, Monday to Friday between 7:00am – 7:00pm MT.

Safety and Regulatory Information

TERMS OF USE STATEMENT

Use of the BioIntelliSense Product(s) is subject to our:

- **Website, Application, and Product User Terms of Use** (https://www.biointellisense.com/legal/website-application-and-product-user-terms-of-use)

- **Website, Application, and Product Service Level and Support Terms** (https://www.biointellisense.com/legal/service-level-and-support-terms)

- **Website, Application and Product Privacy Policy** (https://www.biointellisense.com/legal/privacy-policy)

By using the Product(s), you indicate you have read these terms and policies and that you agree to them, including the limitations and disclaimers of liability. In particular, you understand and consent that use of the Product(s) measures and records personal information about you, including vital sign and other physiologic measurements. That information may include respiratory rate, heart rate, temperature, activity level, sleep duration, body position, step count, gait analysis, coughing, and other symptomatic or biometric data. **You understand that the Product(s) do not render medical advice or diagnose or prevent any specific disease, including any communicable disease or virus. If you have any concerns about your health, including whether you have been exposed to or have contracted any disease or virus, immediately contact your healthcare provider.**

BioIntelliSense, BioButton, and BioSticker are trademarks or registered trademarks of BioIntelliSense, Inc.

Contact Us

For non-urgent support or questions about our product, please contact **support@biointellisense.com** or call **1.888.908.8804 (US Only)**, Monday to Friday between 7:00am - 7:00pm MT.

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