

hey

**HEY manual v 1.2**

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## 1. Getting started

Welcome to HEY, the best way to stay in touch with the people that you care about. In this document we will help you set up your HEY account, help you pair your HEY bracelet to your smartphone, and help you connect to another HEY account. We will also explain the details of the HEY app. In the HEY app you can change your preferences and look at your HEY timeline, the beating heart of HEY.

Please take a moment to review our safety information at:

<http://www.heybracelet.com/manual>

You can view our privacy policy at: <http://www.heybracelet.com/privacy-policy>

## 2. What's in the box

The HEY bracelet set box contains:

- 2x HEY bracelet in either black or white
- 2x Micro USB cable for charging in either black or white
- 1x Quick start guide

The HEY bracelet single box contains:

- 1x HEY bracelet in either black or white
- 1x Micro USB cable for charging in either black or white
- 1x Quick start guide

### 3. Wearing your HEY bracelet

Touches from your loved one feel best when you wear your HEY bracelet snugly around your wrist. Make sure that your bracelet is neither too tight nor too loose. HEY bracelet was designed to fit around wrists with a circumference of about 13,5cm to 20,5cm.

If you experience any discomfort while wearing your HEY bracelet remove the bracelet immediately. For more information see:

<http://www.heybracelet.com/faq>

## 4. Charging your HEY bracelet

You can charge your HEY bracelet using the supplied Micro-USB cable. Fully charging your HEY bracelet takes approximately 1 hour. A fully charged HEY bracelet can last up to a week. Note that actual battery life depends on environmental factors and specific use; battery life may vary.

To charge your HEY bracelet:

1. Plug the supplied USB cable into a computer or UL-certified USB wall charger with a USB Type A port.
2. Carefully pull back the rubber cover from the underside of your HEY bracelet to reveal the Micro-USB charging port. Note that the rubber cover should remain attached to your HEY bracelet.
3. Plug the Micro-USB end of the supplied USB cable into the underside of your HEY bracelet to begin charging.

Your HEY bracelet will not send or receive touches while charging. Touches will still be logged in your Timeline.

## 5. Downloading the HEY app

HEY bracelet works with the free HEY app on iOS and Android smartphones. If you have an iPhone you can download the HEY app in the Apple App Store. If you have an Android smartphone you can download the HEY app in the Google Play Store.

Make sure you have an active Internet connection on your device. If you don't have an account with the store for your device you will be required to create one before you can download and install the app.

## 6. Opening the HEY app for the first time

Once you have installed the HEY app on your device tap to open it. You will first have to set up your HEY account in the HEY app before you can pair your HEY bracelet. When you open the HEY app for the first time you will be prompted to accept notifications from the HEY app. You need to accept in order for the HEY app to function. You may also be prompted to give the HEY app access to location features of your device. You can choose to accept if you want to use the location features of the HEY app. You can change this setting later in the app.

### 6.1 HEY account setup

1. Tap 'Get Started'.
2. You will be asked to charge your HEY bracelet for at least 30 minutes so that it has sufficient battery power to pair with your device. See 4. *Charging your HEY bracelet* for instructions on how to charge your HEY bracelet. You can set a timer in the app to keep track of charging. You can toggle the timer on or off with the slider.
3. Tap 'Continue'.
4. Read the HEY app terms of use. You can review the terms of use here: <http://www.heybracelet.com/general-terms-and-conditions>
5. Tap 'I agree' to continue.
6. Next, you will be asked to create a HEY account by filling out:
  - Your first name. *This will be visible to the person you connect with.*
  - Your last name.
  - Your e-mail address. *Make sure you use a valid e-mail address that you have access to. Note that your email address cannot be changed after you have created your account.*
  - A password. *To create a safe password make sure your password contains at least 8 characters and contains at least 1 uppercase, 1 numeric, and 1 special character.*
  - You will be asked to enter your password a second time to verify.
7. Tap 'Create account'
8. We will send an e-mail to the e-mail address you provided. Go to your inbox and tap/click the 'verify' button in the e-mail. *Didn't receive an e-mail? Check your spam box or tap the 'Resend email' button in the HEY app to send the verification email again.*
9. The HEY app will confirm that your account has been verified.
10. Tap 'continue'. Your HEY account is now ready!

### 6.2 Pair your HEY bracelet with your smartphone

1. Tap 'Let's connect'



2. You will be asked to charge your HEY bracelet for at least 30 min. See 4. *Charging your HEY bracelet.*
3. Tap 'Continue' or tap 'My bracelet is already charged'.
4. Once you have charged your bracelet for at least 30 min. unplug your bracelet from the USB cable. Your bracelet needs to be unplugged before you can pair. Tap 'continue'.
5. Make sure Bluetooth is enabled on your device. See your device's manual on how to enable Bluetooth.
6. Tap 'Start searching' to search for an available HEY bracelet. *Note that your HEY bracelet can go into sleep mode when it is unpaired. Place your hand over the top of your HEY bracelet for a few seconds to wake it.* Tap 'Cancel' if you want to stop searching for an available HEY bracelet. Available HEY bracelets will be listed in the app.
7. Tap 'Pair' to pair with a HEY bracelet. You can tap 'cancel' if you want to stop pairing;
8. Once your HEY bracelet is successfully paired you can tap 'Test your bracelet' to feel a test touch. *Note that if there is a firmware update available you may be prompted to update your bracelet's firmware.*
9. Tap 'Continue'. *Note you can tap 'Unpair' to unpair your HEY bracelet and pair with a different bracelet.*
10. If no HEY bracelets can be found you can:
  - A. tap 'Search again' to search for available HEY bracelets. *Note: make sure your HEY bracelet is charged for at least 30 min., that the USB cable is unplugged, and that your HEY bracelet is near your phone.*
  - B. tap 'Pair later' to skip pairing and continue without having a HEY bracelet paired with your device.

### 6.3 Connect with a loved one

It is time to connect with a loved one!

1. Enter the email address of a loved one. Make sure to use a valid email address. If your loved one does not yet have a HEY account they will be asked to set one up first.
2. Tap 'Send invite' to send an invite to your loved one's email address. You will automatically continue to the HEY app Timeline and see a confirmation of the invite that you sent. *Note, you can tap 'Send later' to go straight to the HEY app Timeline without connecting to someone.*
3. Once your loved one has accepted your invitation you will see a confirmation on your Timeline. You are now ready to send and receive touches!

## 7. The HEY app Menu

You can access the HEY app menu by tapping the three horizontal lines (the 'hamburger' button) in the top left corner of the Timeline view. The HEY app menu contains:

- Your picture. You can tap the picture to change it;
- Your name;
- The email address associated with your HEY account;
- Timeline: tap to access your Timeline;
- Bracelet: tap to access your HEY bracelet's settings. In the Bracelet menu you can also pair and unpair a HEY bracelet;
- Account: tap to access your account settings. In the Account menu you can also connect or disconnect with a loved one.
- About HEY: information about HEY bracelet. Special thanks to VIP Kickstarter backers!

You can tap the right side of the screen or the arrow to close the HEY app menu.

### 7.1 Timeline

The heart of the HEY app is the Timeline. The Timeline shows you who you are connected to, logs each touch you send and receive, and can show location data.

#### *Select or change your picture*

At the top of the Timeline you can see who you are connected to. You can change your own picture and the picture of your loved one:

1. Tap the camera icon at the top of the Timeline;
2. Select a picture from the pictures stored on your smartphone;
3. You can move and scale the picture;
4. Tap 'cancel' to cancel and select a different picture or tap 'Choose' to select the picture.

*Note that the HEY app needs to have permission to access the pictures stored on your phone.*

*Note that you need to be connected to someone to be able to assign a picture to them.*

*Note that pictures are not sent through the Internet but remain on your device.*

#### *Timeline cards*

The Timeline itself shows cards that contain relevant information. The following cards can appear on your Timeline:

- Sent invitation: you have sent an invitation to a loved one but they have not yet accepted the invitation.
- Received invitation: you have received an invitation from a loved one but you have not yet accepted the invitation.
- You are connected: you have accepted your loved one's invitation or your loved one has accepted your invitation. You are now connected.
- You disconnected with ...: you are disconnected from your loved one.
- Sent touch: you have sent a touch to your loved one.
- Received touch: you have received a touch from your loved one.

### *Card date, time, and location*

Each card on your Timeline is marked with a date and time. If you have location sharing enabled (See 7.2 *Bracelet / Settings*) each touch that you send will be marked with your location. If your loved one has location sharing enabled each touch that you received will be marked with the location of your loved one.

You can tap 'toggle location' below a card to fold out a map view of sent and received touches. If you tap the map you will see a full screen view of the map.

Note that the HEY app needs access to location sharing features of your device for the 'Share your location' function to work. Location sharing can be toggled on or off in the Bracelet menu (see 7.2 *Bracelet / Settings*).

### *Scrolling through your Timeline*

You can scroll through your Timeline to reveal all the cards that you have received over time. To see if you have any new cards, pull down the Timeline to refresh.

## **7.2 Bracelet**

In the Bracelet menu you can view your HEY bracelet's battery status and test your bracelet. You can also pair or unpair a HEY bracelet and you can change your bracelet's settings.

### *Battery status*

Your HEY bracelet's battery status is indicated at the top of the Bracelet menu. The battery level is indicated in percentages. Note that your HEY bracelet will switch off automatically if the battery is too low. See 4. *Charging your HEY bracelet* for information on how to charge your HEY bracelet.

## Test your bracelet

If your device is paired with a HEY bracelet you can tap 'Test your bracelet' to feel a test touch. Test touches are not logged in your Timeline.

## Pair and unpair a HEY bracelet

You can pair a HEY bracelet to your device if you have not yet done so:

1. Tap 'Search for HEY' to search for an available HEY bracelet. *Make sure Bluetooth is enabled on your device. See your device's manual on how to enable Bluetooth;*
2. Tap 'Start searching' to search for an available HEY bracelet. *Note that your HEY bracelet can go into sleep mode when it is unpaired. Place your hand over the top of your HEY bracelet for a few seconds to wake it;*
3. Tap 'Cancel' if you want to stop searching for an available HEY bracelet. *Note that you can tap outside the pop-up window to go back to the Bracelet menu;*
4. Once one or more HEY bracelets have been found they will be listed in the app;
5. Tap 'Pair' to pair with a HEY bracelet. You can tap 'cancel' if you want to stop pairing.
6. Once your HEY bracelet is successfully paired you can tap 'Test your bracelet' to feel a test touch.

You can unpair a HEY bracelet if you are already paired with one:

1. Tap 'Unpair'
2. Tap 'Unpair' to unpair your HEY bracelet from your device. Tap 'Cancel' to stop unpairing.

## Settings

Under *Settings* you can toggle two settings on or off:

*Send & receive touches:* if the toggle slider is set to 'on' you will feel touches from your loved one. If the toggle slider is set to 'off' you will not feel touches. Touches you receive from your loved one will always be shown on your Timeline even when the toggle slider is set to 'off'. You can still send touches through the app (see 7.3 Account).

*Share your location:* if the toggle slider is set to 'on' your location will be shared with your loved one whenever you send a touch. If the toggle slider is set to off your location will not be shared with your loved one. You will only be able to see your loved one's location if they have location sharing set to 'on'.

*Note that the HEY app needs access to location sharing features of your device for the 'Share your location' function to work.*

### *Firmware*

Here, you can check the firmware version of your bracelet.

To update the firmware tap 'Check for updates' to check if there is a new firmware version available for your bracelet. *Note that you need an active Internet connection to check for firmware updates.*

1. If your bracelet has the latest firmware you will see a message saying 'You're up to date'.
2. If there is a new firmware update available, connect your HEY bracelet to a charger and tap 'Install update'. Tap 'Not now...' to dismiss the update.

*Note that updating your firmware can take about 5 minutes.*

## **7.3 Account**

In the Account menu you can change your picture, manage your invitations, send touches, change your profile information, change your password, and log out of your account.

### *Select or change your picture*

To select or change your picture:

1. Tap the camera icon at the top of the Account menu;
2. Select a picture from the pictures stored on your smartphone. You can move and scale the picture;
3. Tap 'cancel' to cancel and select a different picture or tap 'Choose' to select the picture.

You can also select or change your picture and that of your loved one in the Timeline.

*Note that the HEY app needs to have permission to access the pictures stored on your phone.*

*Note that you need to be connected to someone to be able to assign a picture to them.*

*Note that pictures are not sent through the Internet but remain on your device.*

### *Manage invitations*

In the Account menu you can send an invitation to a loved one and respond to invitations that you receive.

To send an invitation:

1. Enter the e-mail address of a loved one;
2. Tap 'send invite' to send the invitation. The sent invitation will become visible in your timeline.
3. You will see a confirmation that your invitation has been sent to the e-mail address you entered.

If the person you sent the invitation to does not respond you can choose to resend or cancel the invitation:

- Tap 'Resend invite' to send an invitation again.
- Tap 'Cancel invite' to cancel an invitation. You can now invite someone else.

When a loved one has sent you an invitation you can either choose to accept or decline the invitation. Tap 'Connect!' to accept an invitation or tap 'No thanks' to decline an invitation.

### *Send touches*

If you are connected to a loved one and you have a HEY bracelet paired with your smartphone, you can tap the 'Send touch' button to send a touch.

### *Profile*

Here you can update your profile information:

- Tap the first text box to change your first name. Note that your first name will be visible to the person you are connected to.
- Tap the second text box to change your last name.
- Tap 'Update profile' to apply the profile changes and update your profile.

### *Password*

To change your password:

1. Tap the first text box and enter your current password;
2. Tap the second text box and enter your new password;
3. Tap the third text box and enter your new password again;
4. Tap 'update password' to apply the changes and update your password.

### *Logout*

- Tap 'log out' to log out of your HEY account. *Note that you cannot use the HEY app when you are logged out.*

- You can sign in again by tapping 'Sign in' and entering your e-mail address and your password.

*HEY app sign in*

If you already have a HEY account you can sign in by tapping 'Sign in' when opening the HEY app. Enter your email address and the accompanying password and either tap the 'return' key on the on-screen keyboard or tap 'Sign in'.

Forgot your password? Tap 'Forgot your password?'

## 8. Sending and receiving touches

To send and receive touches with your HEY bracelet you need to have the HEY app installed on your iOS or Android smartphone (see 5. *Downloading the HEY app*), have your HEY bracelet paired with your device (see 6.2 *Pair your HEY bracelet with your smartphone*), and be connected to another person in the app (see 6.3 *Connect with a loved one*).

To send a touch place your hand over the top part of your HEY bracelet so that the entire top part is covered. Your touch will be sent to your loved one!

To receive a touch make sure that the 'send & receive' touches setting in the Bracelet menu is set to 'on' (see 7.2 *Bracelet / Settings*).



## 9. Troubleshooting your HEY bracelet

Both HEY bracelet and the HEY app were designed with the utmost care and attention. If your HEY bracelet is not working properly review the troubleshooting information below.

Still having trouble? Visit <http://www.heybracelet.com/help>

*I try to pair but there is no HEY bracelet available to pair with in the app overview.*

- Make sure that Bluetooth is switched on, on your device.
- Make sure that your HEY bracelet is charged for at least 30 minutes, preferably 2 hours.
- Make sure your HEY bracelet is disconnected from the charger.
- Make sure your HEY bracelet is near your smartphone.
- Place your hand over the top of your HEY bracelet for a few seconds. This should wake your bracelet if it is in sleep mode.
- Plug your HEY bracelet into the charger, wait a few second, and unplug it. This will restart your bracelet.

*I can see my HEY bracelet in the app but when I try to pair pairing fails.*

- For all Bluetooth devices pairing can sometimes fail. Try to pair again with your HEY bracelet if it doesn't work for the first time.
- Plug your HEY bracelet into the charger, wait a few seconds, and unplug it. This will restart your bracelet. During this process your bracelet might briefly disappear from the list of available bracelets in the app.

*My HEY bracelet is paired but I don't receive touches.*

- On iOS, make sure that 'refresh in background' is switched on (Settings > General > Background App Refresh).
- Make sure you are connected to another person by going to the HEY app Account menu.
- Make sure that the person you are connected with has downloaded and installed the HEY app and has created an account.
- Make sure that the 'send & receive touches' toggle slider in the Bracelet menu in the HEY app is set to 'on'.
- Make sure that the 'send & receive touches' toggle slider in the Bracelet menu in the HEY app of the person you are connected with is set to 'on'.
- Make sure that your HEY bracelet is sufficiently charged (see 4. *Charging your HEY bracelet*).
- Go to the HEY app Bracelet menu and unpair your bracelet. Pair your bracelet again (see 6.2 *Pair your HEY bracelet with your smartphone*)

*My HEY bracelet is paired but I can't send touches.*

- Make sure you are connected to another person by going to the HEY app Account menu.
- Make sure that the 'send & receive touches' toggle slider in the Bracelet menu in the HEY app is set to 'on'.
- Make sure that your HEY bracelet is sufficiently charged (see 4. *Charging your HEY bracelet*).
- Make sure to cover the entire top part of your HEY bracelet when sending a touch.
- Go to the HEY app Bracelet menu and unpair your bracelet. Pair your bracelet again (see 6.2 *Pair your HEY bracelet with your smartphone*)

*When I use the HEY app the app crashes.*

- Make sure you have downloaded the latest version of the HEY app from the Apple App Store or Google Play Store depending on your device.
- Close the app completely (see your device's manual on how to do this) and relaunch the app.
- Remove the app from your device (see your device's manual on how to do this), reinstall and relaunch the app. You may need to log in to your HEY account again.

## 10. Regulatory and safety notices

Model name: HEYBR1

Federal Communications Commission (FCC) statement (USA)

### **FCC Warning**

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.

This device complies with FCC part 15 FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. this device must accept any interference received, including interference that may cause undesired operation

**FCC ID:** 2APQE-HEYBR1

**Industry Canada statement (Canada)**

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

1. This device may not cause interference and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

**IC: 23849-HEYBR1**

**European Union (EU)****Simplified EU Declaration of Conformity**

Hereby, House of Haptics BV declares that the radio equipment type Model HEYBR1 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following Internet address:  
<http://www.heybracelet.com>

**Déclaration UE de conformité simplifiée**

House of Haptics BV déclare par la présente que les modèles d'appareils radio HEYBR1 sont conformes à la Directive 2014/53/UE. Les déclarations UE de conformité sont disponibles dans leur intégralité sur le site suivant:  
<http://www.heybracelet.com>

**Vereinfachte EU-Konformitätserklärung**

House of Haptics BV erklärt hiermit, dass die Funkgerätypen Modell HEYBR1 die Richtlinie 2014/53/EU erfüllen. Der vollständige Wortlaut der EU-Konformitätserklärungen kann unter folgender Internetadresse abgerufen werden: <http://www.heybracelet.com>

**Dichiarazione di conformità UE semplificata**

House of Haptics BV dichiara che il tipo di apparecchiatura radio Modello HEYBR1 è conforme alla Direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet:  
<http://www.heybracelet.com>

**Declaración UE de Conformidad simplificada**

Por la presente, House of Haptics BV declara que el tipo de dispositivo de radio Modelo HEYBR1 cumple con la Directiva 2014/53/UE. El texto completo de la declaración de conformidad de la UE está disponible en la siguiente dirección de Internet: <http://www.heybracelet.com>

