

Frequently Asked Questions

What is the TouchPoints™ Challenge?

The TouchPoints™ Challenge simulates a stressful event so you can quickly feel stress reduction. To take the TouchPoints™ challenge, simply press the trophy icon on the app and follow the instructions.

If you did not feel a significant reduction in stress when taking the challenge, it may be that your body needs more than 30 seconds. Simply turn the TouchPoints™ on again and repeat the challenge increasing the interval by 30 seconds and then re-assess your stress level.

How can I tell if TouchPoints™ are reducing my stress?

TouchPoints™ alter your body's stress response by first reducing the body sensations associated with stress. Physical discomfort due to stress may diminish and users typically feel an overall sense of calm in 30 seconds. For people under extreme stress, it may take TouchPoints™ longer to produce a calming sensation.

The best way to notice the stress-relieving effects is by taking the TouchPoints™ Challenge the first time you try out your TouchPoints™.

How do I use the presets?

Calm: This is a general stress setting that can be used in any situation where you want to feel calmer. It can be used for any length of time.

Focus: Use this setting at work or school or anytime when attention needs to be paid during a difficult situation. Use as long as needed.

Sleep: Use this setting at night for 15 minutes before going to bed to help you fall asleep.

Anger: Use this setting when you begin to feel angry and leave TouchPoints™ on until you calm down.

Performance: Use this setting prior to a speech, game, exam, or other performance to optimize your performance for 30 minutes.

Craving: Use this setting for five minutes at the onset of a craving or before you know you are going to encounter a craving to curb it.

Are watchbands included?

Watchbands are not included in a Single Person TouchPoints™ original kit. They can be purchased separately on our website. TouchPoints™ are compatible with any 22mm watchbands.

For answers to more frequently asked questions, visit the FAQ page on our website.

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TouchPoints™ use gentle, non-invasive BLAST (Bi-Lateral Alternating Stimulation Tactile) technology to *reduce stress by over 70% in as few as 30 seconds.*



What are TouchPoints™ commonly used for?

General Stress: Many customers use TouchPoints™ regularly for general stress in their daily lives. General stress affects one's mental, emotional, and physical well-being. TouchPoints™ can help to restore a peaceful and healthy mind and body. Use for 15 minutes to two hours before and during stressful situations.

ADHD: TouchPoints™ may improve attention span for those with ADHD and also reduce stress and anxiety in as few as 30 seconds. Preliminary scientific data shows that BLAST technology may reduce hyperactivity and impulsivity in some cases. Use TouchPoints™ in situations where you need higher focus (ex. work assignments, homework).

Autism: TouchPoints™ offer a passive, non-invasive solution that may be more powerful than other methods to help those with Autism go from sensory overload to sensory tolerant in real time. Individuals with ASD prefer to wear TouchPoints™ throughout the entire day.

Sleeplessness: BLAST technology can help people fall asleep and go back to sleep after nighttime waking by blocking the body's stress response and increasing parasympathetic activity in the brain. Use TouchPoints™ for 15 minutes before going to bed at night.

PTSD: TouchPoints™ can be used to manage panic attacks, prevent angry outbursts, and help those with PTSD fall asleep or return to sleep after nighttime waking. Use TouchPoints™ when experiencing a known PTSD trigger and/or during a PTSD episode.

How to use your TouchPoints™ original:

1 Charging Your TouchPoints™

- Charge both TouchPoints™ at the same time using the included charging cable for approximately **2 hours**. We recommend charging at least once a week.
- Red lights will appear on TouchPoints™ to indicate that the devices are charging. When devices are fully charged, the red light will turn off.

2 Pairing Your TouchPoints™

- Download the TouchPoints™ app in the Google Play or Apple App Store on your smartphone or tablet. **Your TouchPoints™ cannot be used without the app.**
- You will be prompted to set up your account on the app, and then follow instructions to turn on and pair TouchPoints™ via Bluetooth. Make sure your phone or tablet's Bluetooth settings are on.
- The first time you use your TouchPoints™, you'll be guided to take the TouchPoints™ challenge. You can access the challenge anytime by pressing the trophy icon located on the bottom bar of the app.
- To use your TouchPoints™, choose one of the six existing presets or manually toggle the frequency, intensity, and overlap dials to create a custom setting and press start. Use TouchPoints™ daily for 15 minutes and/or spot use as necessary when you feel stressed.

Having trouble pairing your devices?

Go to your smart device's settings menu and navigate to the Bluetooth settings. "Forget" TouchPoints™ from the devices listed and then re-pair. If you continue to have issues with pairing, you may want to delete and then re-install the app.

3 Wearing Your TouchPoints™

*One TouchPoint™ must be worn on each side of the body.
Skin-to-skin contact is not necessary as long as you can feel the vibrations.*

- **Clips:** Slide the included clips on the back of each TouchPoint™ and clip to clothing such as belt, pants, pockets, socks, or bra straps.
- **Watchbands (optional purchase):** Attach the included couplers to a set of TouchPoints watchbands or any 22mm spring pin watchbands and wear on wrists or ankles.
- **Other ways to wear TouchPoints™:** Hold in your hands, slide in socks or pockets.

The first time you use your TouchPoints™, be sure to take the TouchPoints™ challenge using the trophy icon on your app.