

# BioMobile™ Instructions for Use

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## 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.

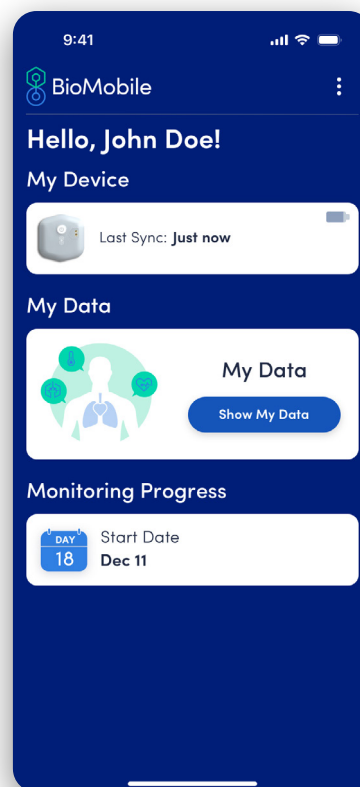


BioMobile requires the use of your smartphone's Bluetooth to connect with your BioIntelliSense wearable device to sync data and to receive periodic software updates.



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 devices may vary based on the specifications of the monitoring program.

### IN CASE OF EMERGENCY, CALL 911 IMMEDIATELY

Our support line is not for medical emergencies. If you believe you have an emergency, call 911. For non-urgent support or questions about our product, please call **1.888.908.8804 (US ONLY)** or email [support@biointellisense.com](mailto: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.



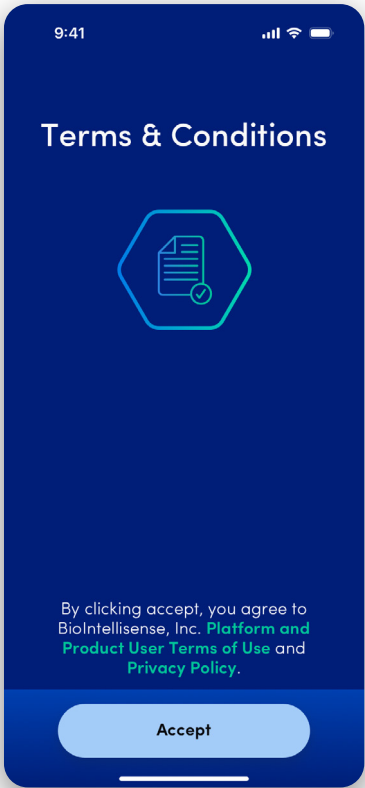
# Launching the App

## Accept Terms and Conditions

To proceed, you must review and accept the Terms of Use and Privacy Policy.

- Tap the **Platform and Product User Terms of Use** or **Privacy Policy** links to view the full documents.
- After reviewing, tap the **Accept** button to agree and continue.

**NOTE:** You must accept the Terms and Conditions to proceed with the setup.



Terms and Conditions Screen



## Allow Permissions

The BioMobile app requires specific permissions to function correctly. The required permissions vary based on the operating system and version.

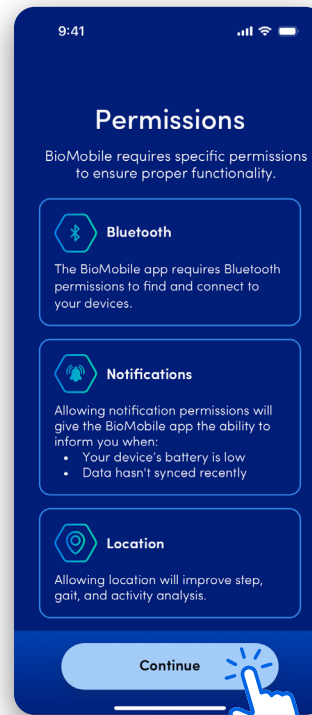
OS PLATFORM	PERMISSIONS
Apple iOS	<ul style="list-style-type: none"><li>• <b>Bluetooth:</b> Required to find and connect to your devices.</li><li>• <b>Notifications (Optional):</b> Allows the app to notify you about battery status and sync reminders.</li></ul>
Google Android 12+	<ul style="list-style-type: none"><li>• <b>Nearby Devices:</b> Required to find and connect to your devices using Bluetooth.</li><li>• <b>Alarms and Reminders:</b> Used for critical app updates and troubleshooting.</li><li>• <b>Notifications:</b> Allows the app to notify you about battery status and sync reminders.</li><li>• <b>Run in Background (Optional):</b> Allows the app to continue running in the background for continuous data monitoring.</li></ul>
Google Android 11 and below	<ul style="list-style-type: none"><li>• <b>Location:</b> Required to find and connect to your devices using Bluetooth. <b>NOTE:</b> Your location data is not stored or shared.</li><li>• <b>Alarms and Reminders:</b> Used for critical app updates and troubleshooting.</li><li>• <b>Notifications:</b> Allows the app to notify you about battery status and sync reminders.</li><li>• <b>Run in Background (Optional):</b> Allows the app to continue running in the background for continuous data monitoring.</li></ul>



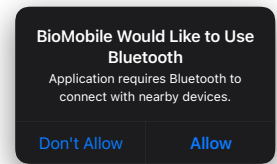
## Allow Permissions (Continued)

On the Permissions screen, tap **CONTINUE**.

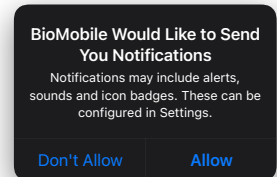
The app will request permissions one by one. Select **ALLOW** when prompted.



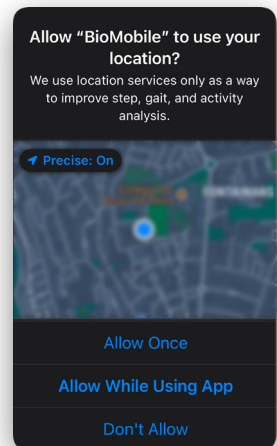
Permissions Screen



Bluetooth Permissions Request



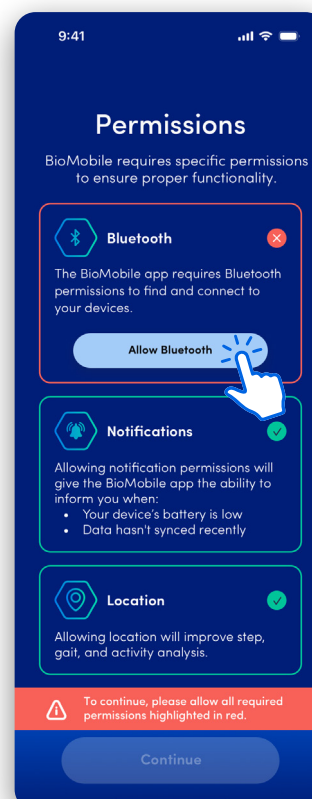
Notifications Permissions Request



Location Permissions Request

If any required permission is denied, the app will display the Permission Summary screen, highlighting the missing permissions.

Tap **ALLOW** next to the necessary permissions or follow the instructions to open Settings and enable them manually.



Permissions Screen



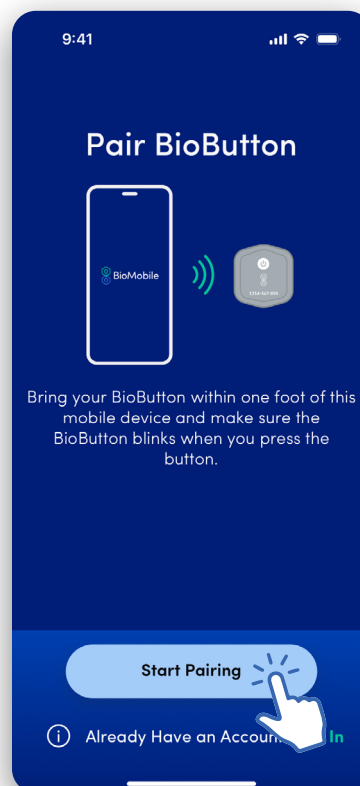
## Pairing Instructions

### Prepare BioButton for Pairing

To prepare your BioButton for pairing with the BioMobile app, follow these steps:

- Ensure your BioButton is within one foot of your mobile device.
- Press the button on the BioButton and confirm the light blinks.

When you are ready to pair your device, tap **START PAIRING**.



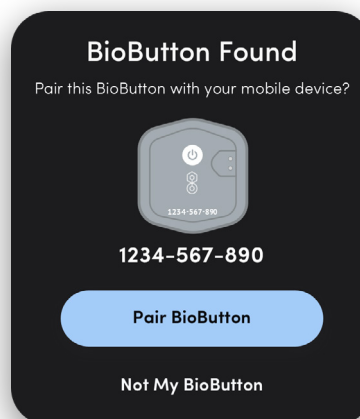
BioButton Pairing Instructions Screen

### Pairing BioButton

The app will begin scanning for available BioButtons. When a BioButton is found, its ID number will be displayed on the screen.

Verify that the ID shown in the app matches the one printed on your BioButton.

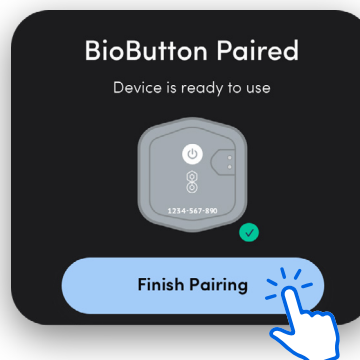
- If it is correct, tap **PAIR BIOBUTTON**.
- If it is not your BioButton, tap **NOT MY BIOBUTTON**.



### Pairing Complete

Once pairing is successful, you will see the "BioButton Paired" confirmation screen.

Tap **FINISH PAIRING** to complete the setup.





## Software Update (if Required)

After scanning for and connecting to the wearable device, BioMobile will check if the wearable device requires a software update. If an update is needed, it will automatically download and install before completing the setup.

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

- Tap **TRY AGAIN** 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.



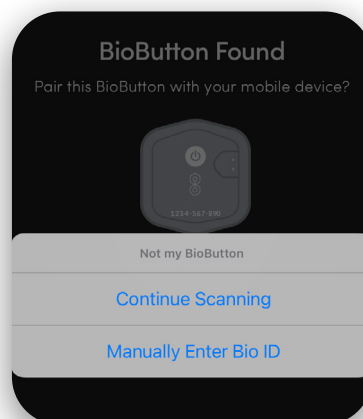
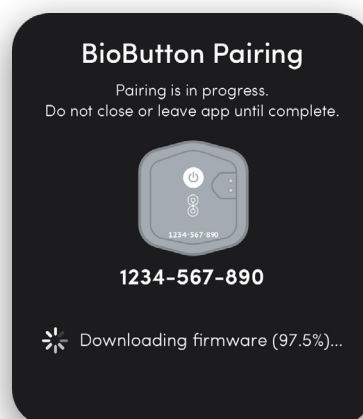
Keep the app open and **DO NOT CLOSE THE APP OR DISCONNECT THE WEARABLE DEVICE** while the update is in progress.

## If the BioButton Shown is Not Yours

If the BioButton displayed in the app does not match the one you are trying to pair, you have two options after clicking **NOT MY BIOBUTTON**:

Tap **CONTINUE SCANNING** to restart the scanning process.

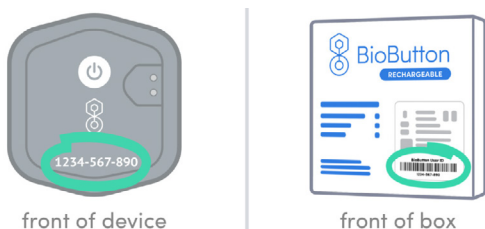
- Ensure that your BioButton is powered on and within one foot of your mobile device.
- Wait for the app to detect the correct BioButton.





Tap **MANUALLY ENTER BIO ID** to input the Bio ID printed on your BioButton.

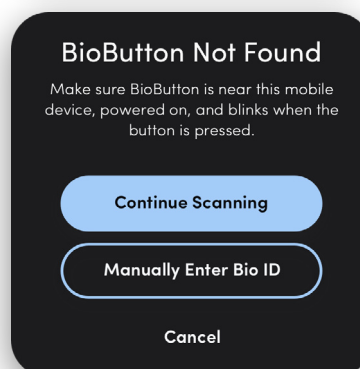
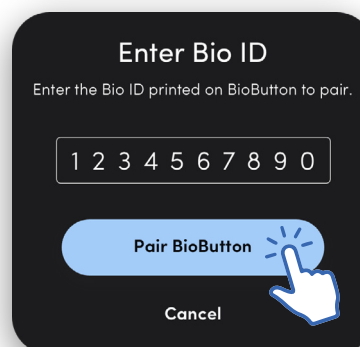
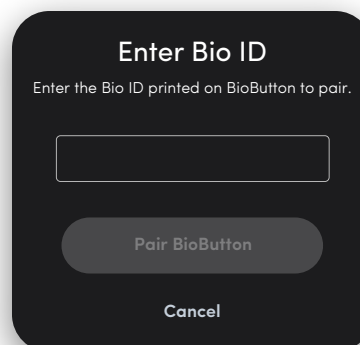
- Enter the 10-digit Bio ID in the field provided
  - **NOTE:** The Bio ID is NOT the FCC ID, REF Number or Product Code on the front of the packaging. The Bio ID is 10 digits and is located on the outer package and the wearable device.
- Tap **PAIR BIOBUTTON** to proceed with pairing.



### If BioButton is Not Found

If your BioButton is not found, follow these steps:

- Ensure your BioButton is within one foot of your mobile device and the BioButton blinks when the button is pressed.
- Tap **CONTINUE SCANNING** to restart the scanning process.
  - Wait a few moments while the app attempts to detect the BioButton.
- Tap **MANUALLY ENTER BIO ID** to input the Bio ID printed on your BioButton.
  - Enter the 10-digit Bio ID in the field provided.
  - Tap **PAIR BIOBUTTON** to proceed with pairing.





## Device Registration

The app will check if the device is registered and has an order. In some cases, your program will pre-register devices before you use them.

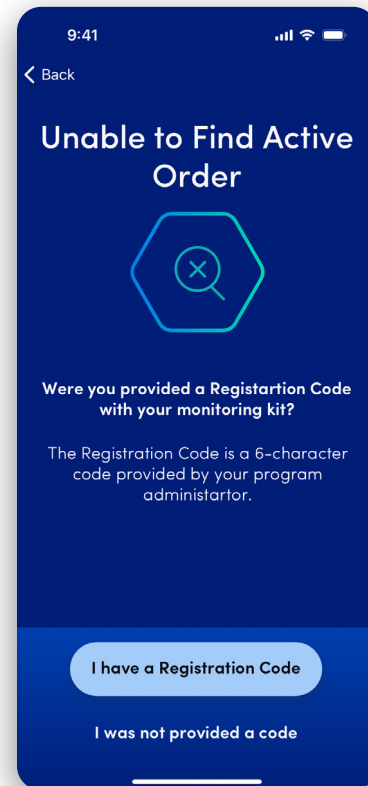
If your device is not yet registered with an order, you will see the screen to the right.

- Tap **I HAVE A REGISTRATION CODE** if you were provided a 6-character code to support registration of your device.
- Tap **I WAS NOT PROVIDED A CODE** if you did not receive a 6-character code.

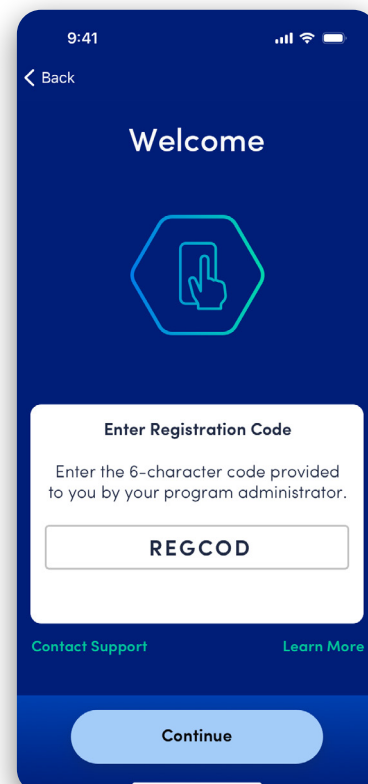
When you are ready to pair your device, tap **START PAIRING**.

## Enter Registration Code

- Enter the 6-character code in the field provided.
- Tap **CONTINUE** to proceed with device registration and order creation.



No Order Found Screen



Enter Registration Code Screen



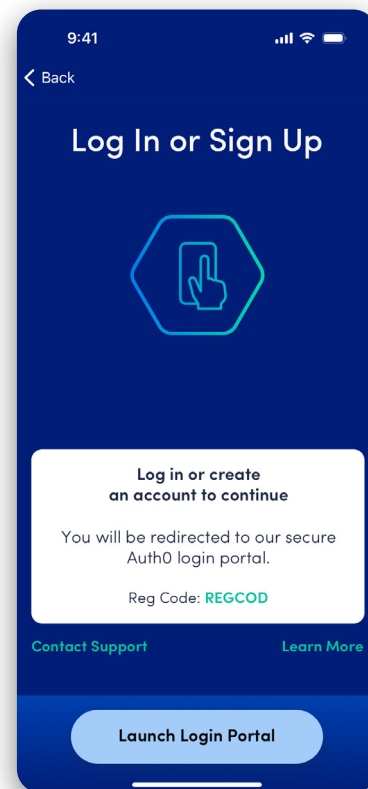


## Log In or Sign Up

You will need to create an account or log in to an account to continue with device registration and order creation.

**NOTE:** If you choose to log in, the account you log in with **must not** be connected to an existing monitoring period.

- Tap **LAUNCH LOGIN PORTAL** to log in or create an account.



Launch Login Portal Screen

## Sign Up

The Sign Up tab will be selected by default. To sign up:

- Enter **EMAIL ADDRESS**
  - Ensure your email address has not been used for a previous monitoring session.
- Confirm **EMAIL ADDRESS**
- Enter **PASSWORD**
  - Note your password down to help you remember in case you need to log in.
- Confirm **PASSWORD**
- Tap **SIGN UP** to complete account creation and continue to through device registration.

A mobile app screen titled "BioIntelliSense" with a dark blue header. Below the header, there are two tabs: "Log In" and "Sign Up", with "Sign Up" being the active tab. The form contains two sections: "Email" with two input fields labeled "Email" and "Confirm email", and "Password" with two input fields labeled "Password" and "Confirm password", each with a toggle icon. At the bottom, there is a blue button labeled "SIGN UP >". A small text box above the button states: "By signing up, you agree to our terms of service and privacy policy."

Sign Up Form



## Log In

If you would like to log in to an existing account that is not yet associated with a monitoring session, tap the **LOG IN** tab.

- Enter **EMAIL ADDRESS**
  - Ensure your email address has not been used for a previous monitoring session.
- Enter **PASSWORD**
- Tap **LOG IN** to complete account creation.

The image shows a mobile app interface for logging in. At the top is a dark blue header with the BioIntelliSense logo and name. Below the header are two tabs: 'Log In' (selected) and 'Sign Up'. The main form area has two input fields: 'Email' and 'Password'. The 'Password' field has a lock icon on the left and an eye icon on the right. Below the password field is a link that says 'Don't remember your password?'. At the bottom of the form is a large blue button with the text 'LOG IN >'.

Log In Form

## Forgot Password

If you have an account and forgot your password, tap **DON'T REMEMBER YOUR PASSWORD?** on the log in form.

- Enter **EMAIL ADDRESS**
- Tap **SEND EMAIL**

If your email exists within our system, you will receive an email from Auth0 to reset your account password.

The image shows a mobile app interface for forgetting a password. At the top is a dark blue header with the BioIntelliSense logo and name. Below the header is a back arrow icon in the top left corner. The main text says 'Please enter your email address. We will send you an email to reset your password.' Below this text is an 'Email' input field. At the bottom of the form is a large blue button with the text 'SEND EMAIL >'.

Forgot Password Form



## Enter User Details

If enabled for your program, you may be asked to enter additional user details including:

- First Name
- Last Name
- Date of Birth
- Phone Number
- Postal Code

Tap **CONTINUE** to complete device registration and order creation.

User Details Screen

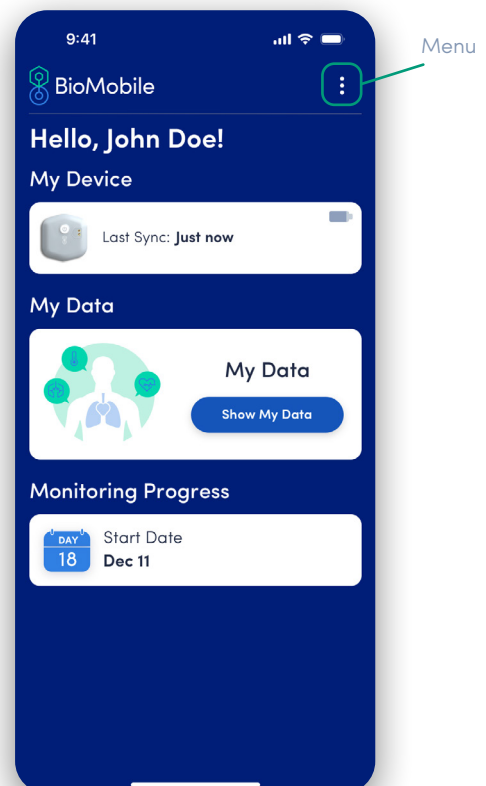
## Using the App

The home screen will display up to four (4) main components.

- Menu
- My Device
- My Data\*
- Monitoring Progress\*\*

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

**\*\*NOTE:** Monitoring Progress tile may look slightly different depending on your program settings.



Home Screen



## My Device

The My Device section will display information for the paired device. Each tile provides real-time updates on the device's status including:

- Last Sync;
- Sync Progress;
- Software Update Progress.

### SYNCING & CONNECTIVITY

- The Last Sync for BioButton should be no more than 1 hour ago if the device is connected and the app is running.
- If no data has been received recently, launch the BioMobile app. The app will automatically scan for your device and begin syncing once it is detected.

**NOTE:** You may need to press the button on the device for the app to find it.

### BATTERY INDICATOR

- Displays the current battery level for the paired device.
- Keep an eye on this indicator to know when your device needs to be recharged.

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

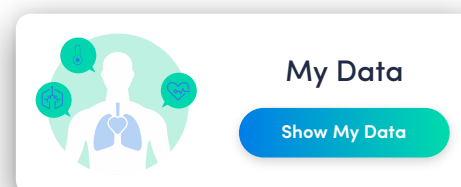
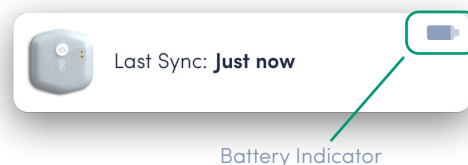
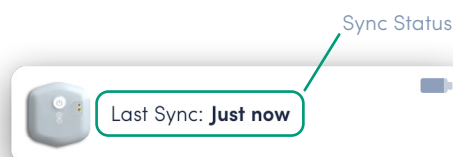
## My Data

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.

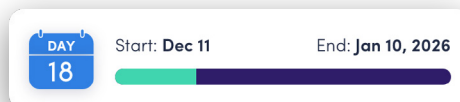
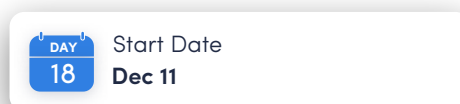




## Monitoring Progress

See how many days you have been enrolled in patient monitoring and when you started.

Your monitoring progress tile may look different based on the monitoring program.

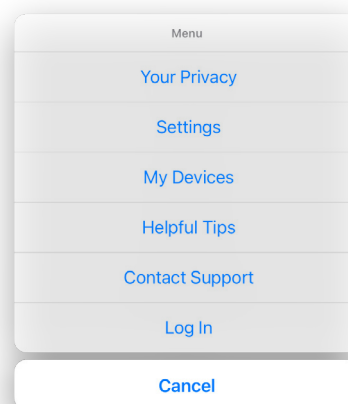


## Menu

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

- **Your Privacy** – View privacy-related information and policies.
- **Settings** – Manage app preferences, account details, and general configurations.
- **My Devices** – View and manage paired devices, including, unpairing and replacing devices.
- **Helpful Tips** – Access instructional articles and FAQs about using your device.
- **Contact Support** – Get assistance with app-related issues or device troubleshooting.
- **Log In / Log Out** –
  - If not logged in, select **Log In** to access full app features.
  - If already logged in, select **Log Out**. You will be asked to log in again if you attempt to access features that require you to log in.

To close the menu without making a selection, tap **CANCEL**.

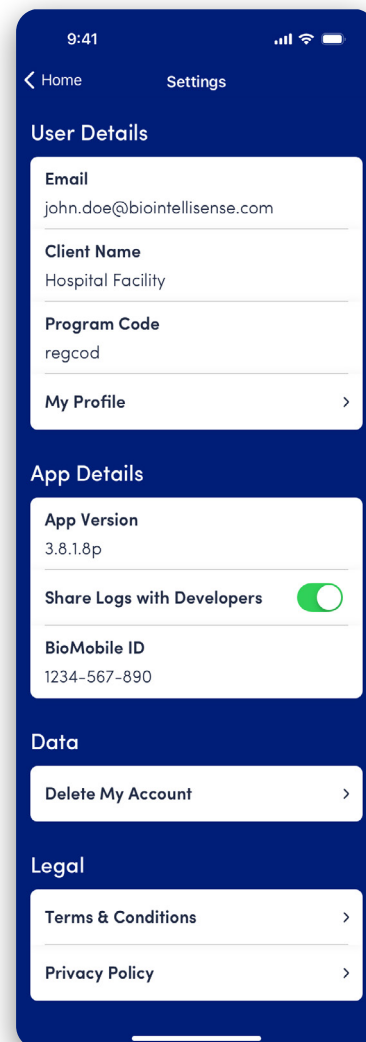




## Settings

The Settings screen provides access to your account details, app preferences, and legal information. Settings Sections:

- **User Details**
  - **Email** – Displays the registered email address (visible only after account creation or login).
  - **Client Name** – Displays the assigned program name.
  - **Program Code** – Displays the program code associated with the program.
  - **My Profile** – View and edit your personal details (availability of fields and editability depend on the program configuration).
- **App Details**
  - **App Version** – Displays the current version of the BioMobile app.
  - **Share Logs with Developers** – Toggle to enable or disable sharing logs for troubleshooting and support.
  - **BioMobile ID** – Displays the unique identifier for the app instance.
- **Data**
  - **Delete My Account** – Send a request to our support team to delete your account.
- **Legal**
  - **Terms & Conditions** – View BioIntelliSense's Terms of Use document.
  - **Privacy Policy** – View BioIntelliSense's Privacy Policy document.



Settings Screen



## Device Management

The Device Management section allows you to view and manage your paired device, including replacing and discontinuing monitoring.

### Available Actions:

- **Replace Device** – Allows you to replace your current BioButton with a new one to continue monitoring.
- **Discontinue Monitoring** – Ends data collection and monitoring for the paired BioButton.

## 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 BioButton Device tile, select **REPLACE DEVICE**.

To prepare your BioButton for pairing with the BioMobile app, follow these steps:

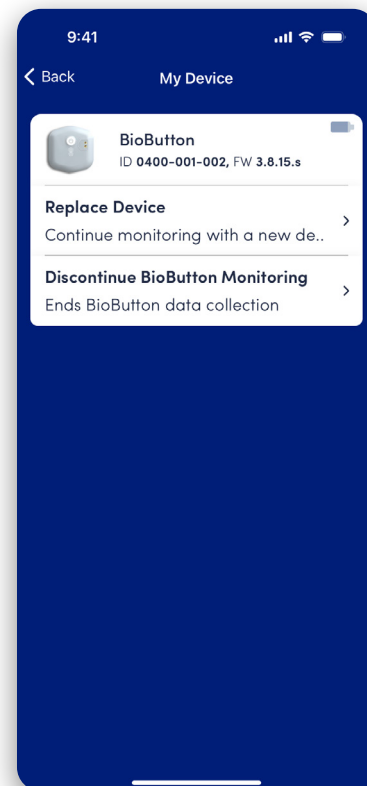
- Ensure your BioButton is within one foot of your mobile device.
- Press the button on the BioButton and confirm the light blinks.

When you are ready to pair your device, tap **REPLACE DEVICE**.

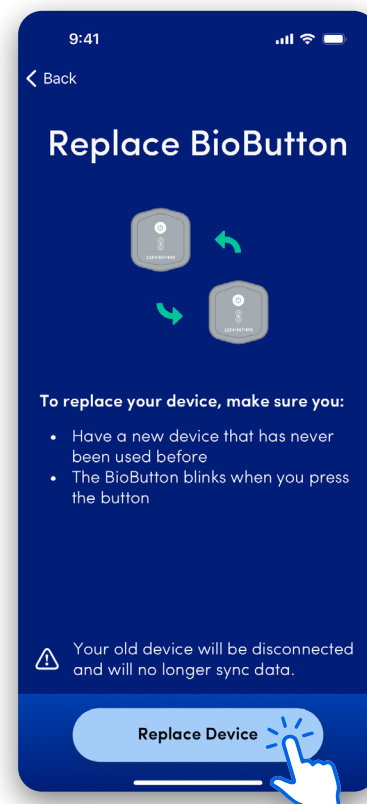
Follow the on-screen instructions to pair the new BioButton. The app will confirm the new device and begin the pairing process. Once paired, your old BioButton will be disconnected and will no longer sync data.



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



My Devices Screen



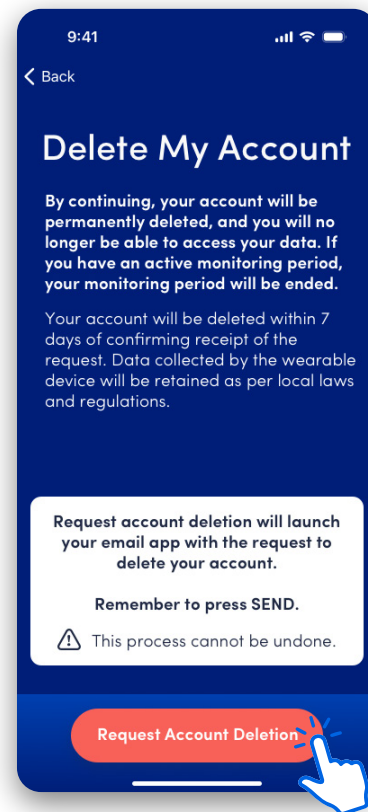
Replace BioButton Screen



## 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.



Delete My Account Screen

## Contact Support

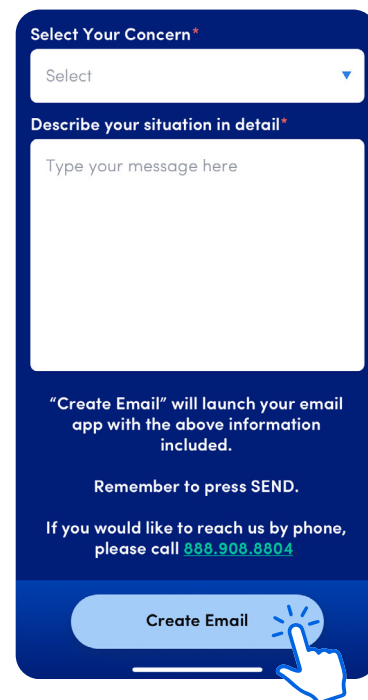
If you have questions about the app or need support, you can contact our Customer Support team from the app.

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.



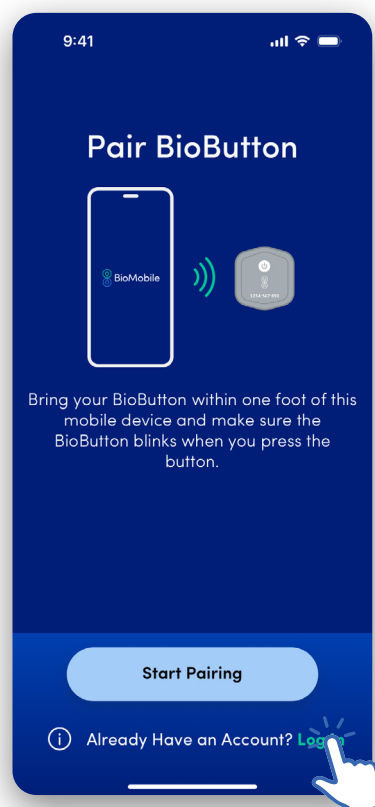
Contact Support Screen





## Logging In

If you already have an account with an active monitoring session, you can log in. Select **LOG IN** on the Pair BioButton screen.

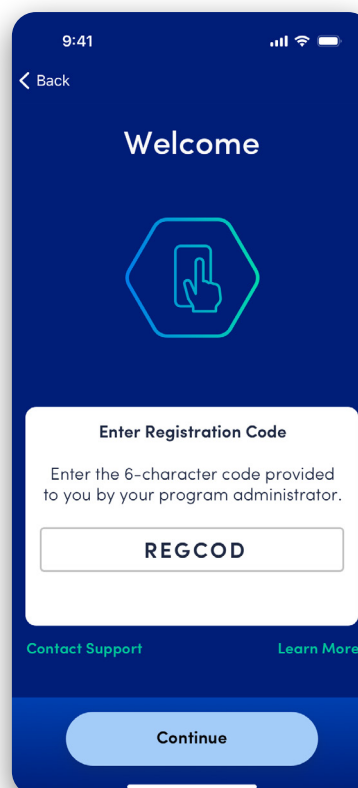


BioButton Pairing Instructions Screen

## Enter Registration Code

- Enter the 6-character code associated with your monitoring program in the field provided.
- Tap **CONTINUE** to proceed to log in.

**NOTE:** If you were not provided with a 6-character code, contact your program administrator or contact support and provide details about your monitoring program and device (if available).



Enter Registration Code Screen



## Log In

Login to the account associated with your existing monitoring session.

**NOTE:** You will not be able to create an account

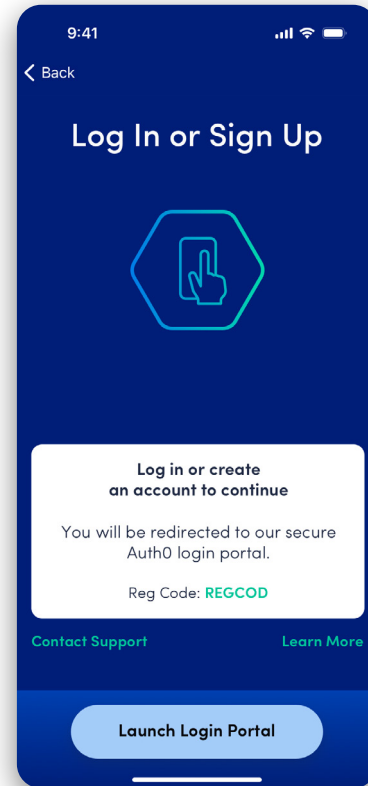
- Select **LAUNCH LOGIN PORTAL**
- Select **LOG IN** the tab
- Enter **EMAIL ADDRESS**
- Enter **PASSWORD**
- Tap **LOG IN** to continue.

## Forgot Password

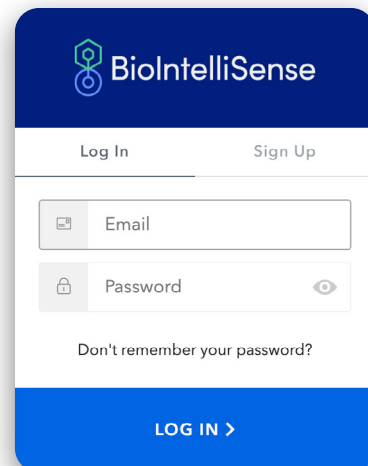
If you have an account and forgot your password, tap **DON'T REMEMBER YOUR PASSWORD?** on the log in form.

- Enter **EMAIL ADDRESS**
- Tap **SEND EMAIL**

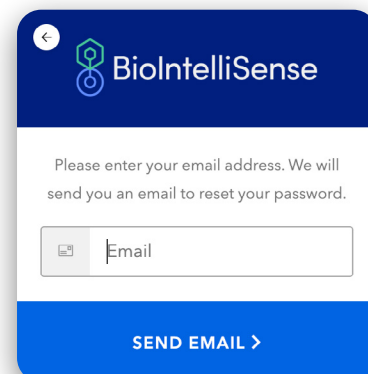
If your email exists within our system, you will receive an email from Auth0 to reset your account password.



Launch Login Portal Screen



Log In Form



Forgot Password Form



## 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.
  - **NOTE:** 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.
- The My Device section of the BioMobile app dashboard displays the time of last sync.

### 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. If the device LED does not blink, contact Customer Support.
- Check your mobile device settings and ensure that Bluetooth is turned on and you're connected to a cellular or wi-fi network.
- Close and restart the app to initiate a scan for the device. This will not force a sync unless your device is ready to sync (10–30 minutes depending on the device's configured sync frequency).
- 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](mailto: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.**

## Contact Us

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

### Manufactured by

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