



# Technical User Manual

Version 0.3.2 / December 13, 2013

**This document covers only the Sqord hardware, including the PowerPod and SyncStation.** For up-to-date information on Sqord software (SqordSync) or our online experience (Sqord Online), please visit our online documentation at <http://www.sqord.com/help>

# The Sqord PowerPod

## Box Contents

1. Sqord PowerPod
2. Standard-sized wrist band (larger bands are available by request to [hello@sqord.com](mailto:hello@sqord.com))

## Warning / Caution

- The Sqord PowerPod is intended as a fun device to measure a player's everyday activity. Sqord strongly cautions players to be very careful and focused on safety when undertaking any activity, and not to take on any activity purely as a way to generate Activity Points.
- The PowerPod is not dishwasher safe.
- The PowerPod is not intended for inclusion in a laundry machine washer or dryer.

# Operation & Use

## Activity Captured

The Sqord PowerPod is contains a 3-axis accelerometer which detects the intensity and duration of movement in any direction.

Sqord records this activity in 60 minute increments over a period of 72 hours. Activity not Synced after 72 hours is added to the player's overall total, but is not assigned to a specific date or time.

## Assembly

Insert the PowerPod into the back of the wrist band, with the PowerPod tabs aligning to fit into the interior indentations of the band. The Pod should fit snugly with no movement, and no obvious deformation of the band. If it looks or feels awkward, try inserting the Pod at a different angle.

## Getting Started

The PowerPod is shipped in "sleep" mode. To get started, simply Sync it at any Sqord SyncStation by tapping the top of the PowerPod on the logo of the SyncStation. (Syncing is covered in more detail below).

Once you heard the SyncStation chime upon a successful Sync, the unit is "awake" and recording data. Sync again any time to see your points.

## **Account Setup**

Though the PowerPod is recording activity from the first sync, a player must set up an account at SQORD.COM in order to login and fully participate in the online experience.

Once a player is in possession of a Sqord PowerPod, they may go to <http://www.sqord.com/setup> and follow the on-screen instructions.

Note that Sqord is committed to player privacy and security, and all players under 13 years of age will be required to obtain parental consent as part of that setup experience.

Full documentation on the online experience is available at <http://www.sqord.com/help>

## **Wear**

The PowerPod may be worn in the provided band, or in any other location on the body. Sqord recommends wearing the Pod where it will record the most activity. In some cases, that may suggest carrying the Pod in a pocket or wearing it in the band around the player's ankle.

## **Normal Use**

The Sqord PowerPod is designed to be used in even the most strenuous activities that a player may undertake as part of their everyday activity.

It is highly impact-resistant and IP rated 68, which means it is 100% dust-tight and suitable for use under water at a depth of 1 meter for 30 minutes.

## **Accuracy**

In lab conditions, PowerPods record activity within 1% to 3% accuracy and consistency. In real-world conditions, especially when worn by active players, results will vary, and players can expect a range of 10% deviation for activities that are perceived to be identical.

## **Syncing**

In order to transfer recorded Physical Activity data to Sqord, the player must "Sync" the PowerPod at any Sqord SyncStation.

1. Tap the top of the PowerPod to the logo on the SyncStation
2. You should hear chime, and the computer to which the SyncStation is connected should display a web page with your user name and your day's Activity Point Total.

Under normal operation, this process takes less than a second.

## **Radio Transmitter for wireless Sync**

- Connecting type: RF 2.4G ISM
- Transmitting Distance: 2 Meters
- Data Rate: 250 Kbps

## **Battery/Lifespan**

The PowerPod contains a Lithium coin-cell battery which provides an expected lifespan of 12 months under normal usage conditions, at which time the unit must be replaced to continue playing Sqord. The battery is not rechargeable or replaceable.

- Battery: CR2330
- Voltage: DC 3V
- Standby Current: 1.3uA
- Working Current: 65uA
- Lowest Working Voltage: 2.0V
- Capacity: 300mAh
- Battery Working Life: 12 Months
- Operating Temp: -20°C to 60°C
- CE, RoHS, ISO certified
- Environmental-friendly: No Pb, Cd added

## **Maintenance**

The Sqord PowerPod is a fully self-contained unit, requiring no user maintenance or upkeep. It contains no user-serviceable parts, and cannot be recharged.

## **Cleaning**

In the event the PowerPod must be cleaned, use only soap and water. Avoid chemical solvents, especially thinners, benzene, or alcohol. The PowerPod is not dishwasher or laundry safe.

## **Physical Specifications**

Weight : 11.5 grams, 0.41 oz.

Length: 1.625"

Width: 1.438"

Height: 0.438"

# The Sqord SyncStation

## Box Contents

1. SyncStation
2. 1m USB Cable

## System Requirements

- Mac OSX 10.6.8 or later
  - Safari, Firefox, or Chrome web browser (updated version)
- Windows XP or later
  - Safari, Firefox, or Chrome web browser (updated version) or IE 8 or above
- A USB port
- Internet Access (always-on broadband recommended, fees may apply)
- Approximately 25 MB free for SqordSync software installation

## Warning / Caution

- The Sqord SyncStation is not designed for durability. Use caution when deploying a SyncStation where it could receive impacts and other trauma (for example if deployed in a gym or on a field where physical activity is taking place).
- The SyncStation is not designed for water resistance. Keep it away from fluids that may share desk space, as you would any electronic component attached to your computer.

## Suction Cup Tape

The SyncStation is equipped with two black strips of suction cup tape on the bottom. Peel back the thin plastic covering on the tape, and your unit will hold fast to any non-porous surface.

You can pull the SyncStation free with a little effort and place it in a new location without leaving any adhesive residue.

# Operation & Use

## Getting Started

- Plug the provided USB cable into the SyncStation, and plug the other end into any computer with an active Internet connection.
- Install SqordSync onto that computer by visiting <http://www.sqord.com/syncstation> and following the instructions provided there.

There are specific downloads for Windows and Macintosh, and their installation instructions are slightly different.

## **SqordSync**

SqordSync is Sqord's proprietary software which is installed on a user's computer where they will be operating a Sqord SyncStation. SqordSync runs in the background, awaiting a user to activate it by syncing at a SyncStation.

At that time, SqordSync reads the data from the USB port and transmits to Sqord server on the Internet using a HTTP connection over Port 80.

Always make sure you have the latest version of SqordSync installed by visiting <http://www.sqord.com/syncstation>

## **Syncing**

In order to transfer recorded Physical Activity data to Sqord, the player must "Sync" the PowerPod at any Sqord SyncStation.

1. Tap the top of the PowerPod to the logo on the SyncStation
2. You should hear chime, and the computer to which the SyncStation is connected should display a web page with your user name and your day's Activity Point Total.

Under normal operation, this process takes less than a second.

## **Data Transmission**

Transmission is activated by tapping contact between the PowerPod and the logo on the top of the SyncStation. Range of transmission between the PowerPod and the SyncStation is roughly one meter to reduce chance of interference with other units and to minimize the power required for transmission.

## **Radio Transmitter for wireless Sync**

- RF 2.4G ISM

## **Usage**

- Any number of players may Sync at any SyncStation. For example, in a school where hundreds of students are playing Sqord, there may be only one SyncStation that all the students share.
- A player may Sync their data successfully at any working SyncStation.

## **Placement**

The SyncStation should be placed in a highly-accessible area where Sqord players will be able to enter and exit easily.

SyncStations should not be placed within 3 meters of each other, to avoid interference and confusion with multiple SyncStations receiving the same signals.

**Physical Specifications**

Weight: 109 grams, 3.85 oz.

Length: 3.25"

Width: .563"

Height: 1.625"

# Troubleshooting

## **Syncing - Weak Signal**

Transmission is activated by tapping contact between the PowerPod and the logo on the top of the SyncStation. Range of transmission between the PowerPod and the SyncStation is roughly one meter to reduce chance of interference with other units and to minimize the power required for transmission.

In the case where the PowerPod is too far away (where a player runs back out to play instantaneously after syncing) or where the signal is detected by more than one SyncStation, a failure message will appear.

Correct this issue by pausing momentarily during Sync to confirm the process has completed, and/or moving your multiple SyncStations farther apart.

## **Syncing - No response from SyncStation**

To avoid unnecessary battery drain, the Pod may not transmit more than once in a ten second span. Therefore, if a first Sync was unsuccessful, subsequent attempts may also fail within that ten second window.

If your Pod refuses to Sync, wait for 15 to 20 seconds without attempting to Sync, and then try again.

## **Syncing - No response from SyncStation**

The battery inside of the Sqord PowerPod is designed to last 12 months under normal use. If your Pod has reached that age, it's possible that it is no longer functional. It is likely time to obtain a replacement from Sqord, under the terms of your membership.

## **Syncing - Unable to connect to SyncStation**

- Assure that all connections are solid and that the USB is plugged into the correct ports.
- If you are using a USB hub, bypass that hub and plug the SyncStation directly into a port on your computer to confirm that it works.
- Try a different USB port, especially on a Windows installation.
- In rare cases a USB cable can fail. Attempt to connect your SyncStation with another shielded USB cable, or try the suspect cable on another peripheral that you know is working.



## More / Up-to-date Information

For more information, or updates to this information, including FAQs, Videos, and in-depth content please refer to the documentation found at <http://www.sqord.com/help>.

## Contact

Please contact Sqord with any questions or comments for a prompt response at [hello@sqord.com](mailto:hello@sqord.com)

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## FCC Statement

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 Part 15 of the 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.

### Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Sqord, Inc. may void the user's authority to operate the equipment.

Shielded cables must be used with the SyncStation to ensure compliance with the Class B FCC limits.

**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.**

## 365 Day Limited Warranty

Sqord, Inc. ("Sqord") warrants the Sqord electronic device (the "Product"), and the wrist band , against defects in materials and workmanship under normal use for a period of ONE YEAR (365 days) from the date of first "sync" activation by the user ("Warranty Period"). Sqord also warrants the Sqord base station against defects in materials and workmanship under normal use for a period of ONE YEAR (365 days) from the date of first use. Under this Limited Warranty, if a hardware defect arises and a valid claim is received by Sqord within the Warranty Period, at its option and to the extent permitted by law, Sqord will either (1) repair the Product at no charge, using new or refurbished replacement parts or (2) exchange the Product with a new or refurbished Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. This Limited Warranty is valid only in the United States for Products sold in the United States.

A replacement Product or part assumes the remaining warranty of the original Product or one year (365) days from the date of replacement or repair, whichever is longer.

When a Product or part of the Product is exchanged, any replacement item becomes the property of the purchaser or the recipient of the Product (at purchaser's discretion), and the replaced item becomes Sqord's property. Parts provided by Sqord in fulfillment of its warranty obligation must be used in Products for which warranty service is claimed.

Instructions to Obtain Warranty Service: To obtain warranty service, you must deliver the Product in either its original packaging or packaging providing an equal degree of protection, to the "Sqord Coach" at a designated local Snohomish County, Washington, address specified by Sqord. In accordance with applicable law, Sqord may require that you comply with registration requirements before receiving warranty service. For specific instructions on how to obtain warranty service on your Product, visit the Sqord website ([www.sqord.com/help.php](http://www.sqord.com/help.php))

Exclusions and Limitations. This Limited Warranty applies only to the Product manufactured by or for Sqord that can be identified by the "Sqord" trademark, trade name, or logo affixed to it; and to the Base Station and USB connector, and to the wrist band furnished with the Product. The Limited Warranty does not apply to any (a) other Sqord products or (b) non-Sqord hardware products. Refer to the licenses accompanying the software for details of your rights with respect to its use.

Sqord does not warrant that the operation of the Product will be uninterrupted or error-free. Sqord is not responsible for damage arising from failure to follow instructions relating to the Product's use.

This warranty does not apply to a Product or part of the Product that has been altered or modified (e.g., to alter functionality or capability) by anyone who is not a representative of Sqord or if the Product is inserted or installed in a casing not provided by Sqord. In addition, this Limited Warranty does not apply: (a) to damage caused by use with non-Sqord products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the Product outside the permitted or intended uses described