



# QUICK START GUIDE

INSTALL FRENZ FROM APP STORE (IOS) OR GOOGLE PLAY (ANDROID).



Available on the  
**App Store**



ANDROID APP ON  
**Google Play**

This quick start guide provides essential instructions. For detailed usage guidance, please download the app and follow the in-app instructions.

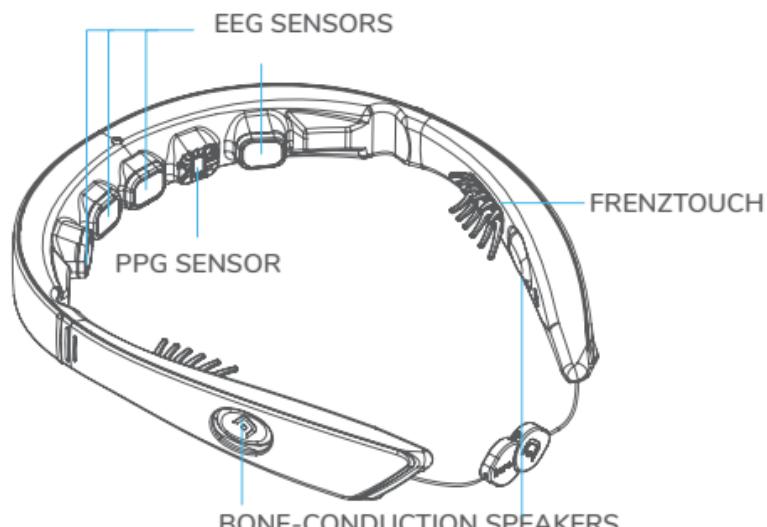
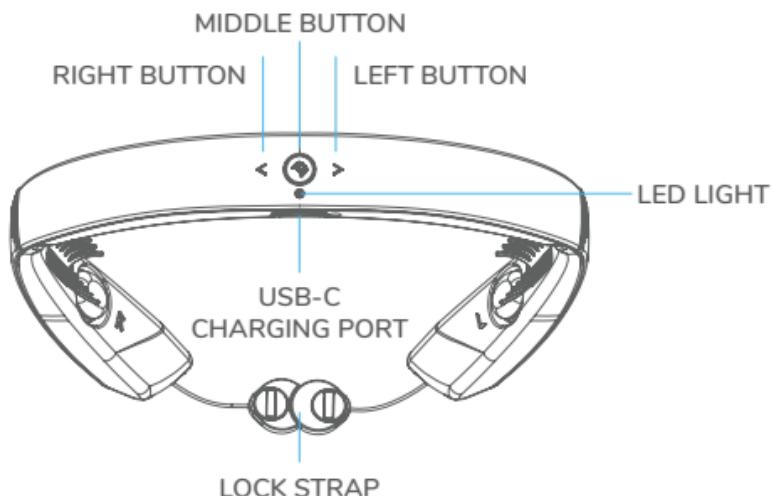
We appreciate your feedback, usage insights, and any questions. Feel free to email us anytime at [frenzcare@earable.ai](mailto:frenzcare@earable.ai) or contact us with the in-app chat button.



## WHAT IS INSIDE THE PACKAGE

1. FRENZ BRAINBAND
2. USB-C CABLE
3. POWER ADAPTER (US STANDARD)
4. SILK BAG
5. SCREWDRIVER

## THE BRAINBAND'S STRUCTURE



## HOW TO CHARGE

It's recommended to use the provided cable and power adapter. Plug the cable into the USB-C charging port. LED light indicates the charging status:

Solid red: Charging

Solid green: Fully charged

## HOW TO START YOUR FIRST SESSION

Power on: Press the middle button once and release; the LED light will flash blue.

Open FRENZ app, click "Connect" and follow the in-app instructions.

Power off: Long-press the middle button for 6 seconds and release; the LED light will also turn off.

FRENZ Brainband will automatically turn off after 10 minutes of idle time.

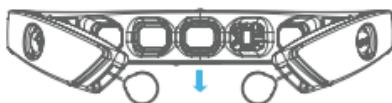
Hint: After the first successful connection, simply turn on FRENZ Brainband and triple click the middle button to start your sleep session conveniently.

For the best efficacy of the wearing experience and FRENZ smart AI features, please use a soft pillow and allow your body to become accustomed to wearing the band for at least 3 nights.

For maximum comfort and to fully benefit from the personalized FRENZ AI experience, it's advisable to sleep with a soft pillow. Your body typically becomes accustomed to wearing the band after 3 to 5 nights.

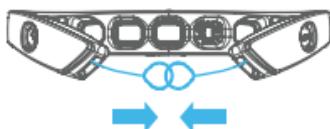


# HOW TO WEAR THE BAND

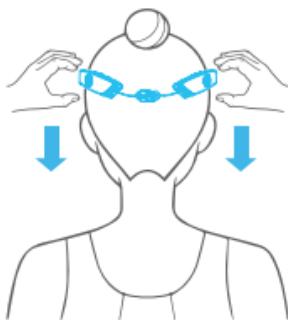


Step 1: Put the band in the correct position (the charging port is facing downwards)

## FOR SHORT HAIR

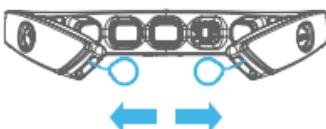


Step 2A: Fasten the lock strap by putting the magnets together.

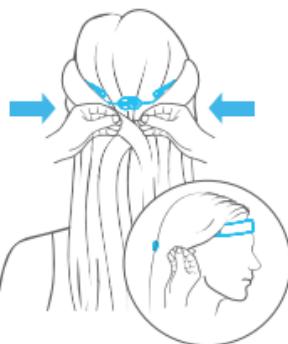


Step 3A: Place the band over your head and pull it downwards.

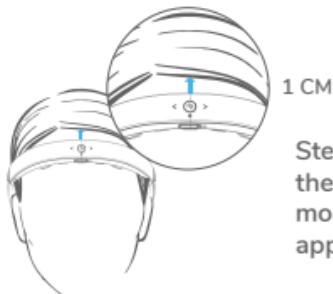
## FOR LONG HAIR



Step 2B: Open the lock strap by pulling the magnets away.



Step 3B: Place both sides of the band under your hair and fasten the magnets from behind your head.



1 CM

Step 4: Ensure there is no hair between the sensor and the forehead's skin. The most comfortable brainband's position is approximately 1 cm below your hairline.



DESIGNED BY  
EARABLE™ NEUROSCIENCE, USA



## GENERAL DISCLAIMERS

The packaging of this product may display images and colors that are for illustrative purposes only. Due to differences in lighting conditions, display settings, and manufacturing processes, the image and color of the rendered product on the packaging may vary from the actual product you receive. Any variations in color or appearance do not affect the functionality, safety, or performance of the product.

The FRENZ Brainband is a wellness device. FRENZ is not a medical device and is not intended to replace any medical treatments or equipment.

**Device compatibility:** While we have optimized our 7-in-sensing system for efficient mobile memory usage, our smart AI and machine learning algorithms require computing power to precisely track your brain signals and curate suitable audio content in real-time. We recommend that you have a mobile device with the following required specifications for optimal app performance: at least iPhone 12 (iOS version 12.1 and up) (model 2020 or later) or Android version 10. The minimum required device is iPhone 10 (iOS version 9.0 and up) and Android version 8, but you may experience a suboptimal user experience. If you are unsure about your device's compatibility, please contact our customer support service before purchasing the device.

While FRENZ Brainband provides insights based on its monitoring capabilities, users should be aware that these insights are for informational purposes only and should not be considered as medical advice.

The FRENZ Brainband should not be used to diagnose, monitor, treat, alleviate, or compensate for any diseases, injuries, or disabilities. Users with known medical conditions should consult their healthcare provider before using the device.

The feedback or data provided by the FRENZ Brainband should be used in conjunction with personal understanding and awareness. Relying solely on the device for critical health or lifestyle decisions without corroborating information may lead to misinterpretations.

Always consult with a healthcare professional or specialist if you have concerns regarding your sleep, concentration, or relaxation



patterns. The FRENZ Brainband is designed to complement, not replace, professional medical advice and treatments.

## INTENDED USE

The FRENZ Brainband has been designed to support and potentially enhance an individual's sleep quality through its integrated technologies. It provides insights and feedback based on collected data.

While the FRENZ Brainband can be a supplementary tool for well-being, it should never be used as a primary solution or replacement for prescribed medications, therapies, or other medical treatments.

Decisions to adjust sleep patterns, concentration techniques, or relaxation methods based on FRENZ Brainband's feedback should be taken at the user's discretion. It is recommended to incorporate personal judgment and, when necessary, consult a healthcare professional.

The device is intended for use by adults or children over 12 years old (under adult supervision). Individuals with certain health conditions should consult a healthcare professional before using the FRENZ Brainband.

For optimal results, the device should be used in environments conducive to relaxation or sleep. External factors, such as ambient noise, lighting conditions, and physical comfort, can affect the effectiveness of the FRENZ Brainband.

FRENZ® is designed with anti-allergic materials, but wearing it for an extended time may leave temporary marks on the forehead. If these marks persist after an extended period, it might indicate that you are wearing the band too tightly. For further assistance, please feel free to chat with us in the FRENZ® app.

For the best sleeping comfort, we recommend wearing FRENZ® and using a soft and thick pillow.

Avoid exposing the FRENZ Brainband to extreme conditions that could harm its sensors or other components.

## SAFETY PRECAUTIONS



Individuals with a history of neurological disorders, psychiatric conditions, seizures, epilepsy, or other significant health issues should refrain from using the FRENZ Brainband without first consulting with a medical professional.

If users experience dizziness, headaches, nausea, or any other adverse reactions while or after using the FRENZ Brainband, they should immediately discontinue its use and seek medical attention. Always refer to and follow the FRENZ in-app instructions for correct usage guidelines. Incorrect usage can lead to ineffectiveness or potential harm.

Be aware of the surroundings. The device might interact with other electronic devices or be influenced by strong electromagnetic fields. Ensure a safe distance from devices known to cause interference.

Users with sensitive skin or those prone to allergies should monitor their skin's response to the device. If skin irritation or continued redness occurs, cease usage and consult a dermatologist or healthcare professional.

Only use the approved charging equipment provided with the product. Improper charging can result in device malfunction or potential hazards.

The FRENZ Brainband is not waterproof. Exposure to liquids can damage the device and its functionalities. Always ensure the device is dry before usage.

When not in use, store the FRENZ Brainband in a cool, dry place away from direct sunlight to ensure its longevity and optimal functionality.

## BONE CONDUCTION TECHNOLOGY

The FRENZ Brainband utilizes bone conduction technology, a method that has been safely used in consumer electronics devices to transmit sound through the bones of the skull instead of through the air. Users should familiarize themselves with the sensation and effects before continuous use.

Some users might experience unusual sensations or vibrations when first using the device. This is typical of bone conduction technology and generally becomes less noticeable with repeated use.



Bone conduction can be a beneficial technology for those with certain types of hearing impairments. However, it's not a replacement for hearing aids or medical treatments related to hearing. Always consult with an audiologist or medical professional about your specific hearing needs.

Avoid setting the device to extremely high volume levels. Prolonged exposure to loud sounds, even through bone conduction, can potentially harm hearing. Your ears will be more sensitive during the sleep session, and we recommend setting the starting session volume at only 40-70% of the band's volume. FRENZ AI will automatically adjust the volume and gradually fade the song volume as you fall asleep.

Due to its close contact with the skin, the device and the sensors should be cleaned regularly with a dry, soft, and clean cloth.

If users experience any discomfort, pain, or prolonged tingling sensations while using the device, they should stop its use immediately, contact our customer support channel, and seek advice from a healthcare professional if needed.

Users with cochlear implants, bone-anchored hearing aids, or other medical implants should consult with their healthcare providers before using the FRENZ Brainband to ensure there's no risk of interference.

Bone conduction technology might behave differently in various environments. For instance, being in a noisy environment can alter the device's performance. Always ensure the environment is conducive to the intended use.

## AI TECHNOLOGY

The FRENZ Brainband incorporates artificial intelligence (AI) to monitor, analyze, and provide insights based on the user's brain activity. These insights are designed to enhance user experience but should be considered supplementary information, not definitive advice.

AI-generated feedback is based on algorithms and patterns. While it can provide valuable insights, it's essential to approach this data with critical thinking and consider other factors affecting your



well-being.

The AI technology in the FRENZ Brainband is not designed or certified to offer medical evaluations, diagnoses, or treatment suggestions. Any recommendations or feedback from the device should not replace professional medical advice.

Ensure you understand the privacy policies associated with the product. Know where your data is stored, how it's used, and the measures taken to protect your personal information by reading the data privacy policy on FRENZ's website.

AI algorithms frequently adapt and evolve based on new data. Users should be aware that the device's feedback might change or refine over time as the system learns more about the individual user's patterns and responses.

No AI system is infallible. Users should be aware of the potential for inaccuracies or misinterpretations and always use their judgment when acting on AI-generated feedback.

To ensure optimal performance and accuracy, users should regularly update the FRENZ Brainband's software as recommended by Earable. Regular updates can enhance AI functionalities and address any known issues.

Some features might allow users to interact with the AI, either through voice commands or other inputs. Always use these features responsibly and avoid misuse that could lead to inaccurate feedback.

## USER RESPONSIBILITY

Please read the accompanying quick start guide and follow the tutorial in the FRENZ app carefully. Proper usage ensures the safety and effectiveness of the FRENZ Brainband.

The FRENZ Brainband is a technological tool, not an immediate cure. Users should have realistic expectations about its capabilities and understand that results may vary based on individual factors. The band's efficacy generally takes effect after at least 3-5 consecutive days of usage, as users get acquainted with the band wearing sensation and the digital audio experience.

If users encounter any issues or unexpected reactions while using



the device, they should promptly report this to Earable's customer service or through designated feedback channels.

The FRENZ Brainband should not be used in ways other than its intended purpose. Any modifications, improper handling, or misuse can lead to device malfunctions and potential risks.

Users are responsible for ensuring the device's battery is charged adequately and should avoid overcharging. Using only the recommended charging equipment is crucial for safety and device health.

If users decide to share their FRENZ Brainband with others, hygiene practices are essential. Clean the device thoroughly between different users to avoid potential skin irritations and ensure optimal functionality.

## AS IS

FRENZ Brainband and FRENZ app are provided "as is" and "as available" basis, without warranty of any kind. Earable makes, and user receives, in connection with the FRENZ Brainband and FRENZ app no other warranty, express or implied, including without limitation, any implied warranties of merchantability, or fitness for a particular purpose, or non-infringement. Earable does not promise that FRENZ Brainband and FRENZ app, or any content, service, or feature of Earable, including any information and documents downloaded by you are free of errors or defects, or that the aforementioned will be corrected.

## WARRANTY AND RETURNS

The FRENZ Brainband comes with a limited warranty that covers manufacturing defects for a specified period of 01 (one) year from the date of delivery. This warranty does not cover damages due to misuse, modifications, or accidents.

To claim any warranty, users must provide valid proof of purchase indicating the date and place of purchase. Warranty claims without valid documentation may be declined.

Normal wear and tear, damage from accidents, misuse, unauthorized repairs, or other external causes are not covered under warranty. Any evidence of tampering with the device can void the warranty.



Users wishing to return the product for repairs or replacement should follow the outlined return policy on the FRENZ website. It's essential to contact FRENZ customer service first in case of doubt.

If the device is deemed defective and covered under warranty, Earable reserves the right to either repair or replace the unit. Replacements may be refurbished units of equivalent quality and functionality.

Some promotions or purchase options may offer extended warranties. Details of these extended warranties, if available, will be provided separately and may have different terms and conditions.

For more information about FRENZ Brainband warranty, please visit [Warranty and Return Policy](#) available on the FRENZ website.

## ENVIRONMENTAL CONSIDERATIONS

The FRENZ Brainband's packaging has been designed with environmental impact in mind. We strongly encourage users to responsibly recycle or reuse the packaging.

Do not dispose of the FRENZ Brainband with regular household waste. Because of its electronic components, the device should be recycled following local e-waste regulations.

The battery inside the FRENZ Brainband should not be discarded in regular trash. Batteries can be harmful to the environment and should be disposed of or recycled according to local battery waste guidelines.

The FRENZ Brainband is meticulously crafted for energy efficiency. We encourage users to charge the device responsibly, avoiding overcharging to conserve energy and extend battery life. Extreme temperatures can have an impact on the device's performance and longevity. Users should refrain from exposing the FRENZ Brainband to extremely hot or cold environments for extended durations.

While the FRENZ Brainband is not fully waterproof, it has been designed to minimize environmental impact if accidentally exposed to water. However, such exposure can compromise device functionality.



Earable is steadfast in responsible material sourcing, ensuring that the FRENZ Brainband is produced with minimal environmental harm. This includes steering clear of materials from conflict zones or those acquired through environmentally damaging methods.

Considerable efforts have been made in the production and distribution process of the FRENZ Brainband to reduce its carbon footprint. Users are encouraged to utilize FRENZ's in-app instructions and support resources to minimize paper waste.

## POTENTIAL RISKS AND SIDE EFFECTS

Some users may experience minor discomfort or unfamiliar sensations when initially using the FRENZ Brainband. Typically, these sensations subside with continued use.

Individuals with certain allergies or sensitivities may experience skin irritations when using the device. It's crucial to discontinue use and consult a healthcare professional if any redness, swelling, or other skin reactions occur.

While the FRENZ Brainband is designed to enhance sleep, there may be an adjustment period during which users could experience altered sleep patterns. Always adhere to the recommended device settings for optimal results.

The FRENZ Brainband is intended as a supplementary tool. Relying solely on the device and neglecting overall wellness can be counterproductive.

Misusing the device's battery or charging system can result in overheating or other potential hazards. Always follow the manufacturer's guidelines for charging and storing the device.

## THIRD-PARTY INTEGRATIONS AND COMPATIBILITY

The FRENZ Brainband may offer compatibility with select third-party software or apps. While we strive for seamless integration, we cannot guarantee the performance or security of third-party software.

Compatibility with all device models or brands is not guaranteed when connecting the FRENZ Brainband with various devices (e.g.,



smartphones, tablets, computers). Always refer to the product's official compatibility list for guidance.

Third-party software and platforms are subject to updates and changes that may affect compatibility with the FRENZ Brainband. Users are responsible for managing third-party software updates, and we cannot be held responsible for interruptions or malfunctions arising from these updates.

Users opting to integrate with third-party apps should be mindful of potential data sharing or syncing. Understanding and managing privacy settings on these platforms and being informed about how third-party apps handle and store data are crucial.

Some features of the FRENZ Brainband may have limited functionality or might not be available when used in conjunction with third-party software or devices.

Any external peripherals or accessories designed for use with the FRENZ Brainband but manufactured by third parties are not covered by Earable's warranty or support policies. Users should exercise caution when purchasing and using such peripherals.

While we prioritize user data security, integrating with third-party platforms may expose users to potential vulnerabilities. It's essential to keep all software up-to-date and follow recommended security practices.

Users availing of third-party integrations are also subject to the terms and conditions of those third parties. Earable is not responsible for any breaches, losses, or issues arising from these separate agreements.

## COMPLIANCE STATEMENT

### FCC warning statement

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules and Industry Canada license-exempt RSS standard(s). 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.

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.

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.

#### FCC& IC Radiation Exposure Statement:

This equipment complies with FCC and Canada radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### Déclaration d'IC sur l'exposition aux radiations:



Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés.

Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.

### SAR test

This equipment complies with FCC and ISED radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur final doit suivre les instructions spécifiques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Le dispositif portatif est conçu pour répondre aux exigences d'exposition aux ondes radio établie par le développement énergétique DURABLE. Ces exigences un SAR limite de 1,6 W/kg en moyenne pour un gramme de tissu. La valeur SAR la plus élevée signalée en vertu de cette norme lors de la certification de produit à utiliser lorsqu'il est correctement porté sur le corps.



Wireless Connection	Bluetooth® LE audio v5.2
Microprocessor	Qualcomm® chipset
Measurement	Multiple channels to measure in real time: EEG (Brain signal), EOG (Eye movements), EMG (Facial muscle movements), SpvO2 (Oxygen saturation level), Sleep Posture and Heart rate
Bone-Conduction Speakers	Ergonomic bone-conduction speakers to deliver personalized audio content in real time
Microphone	Dual orthogonal directional microphone arrays
Battery	360 mAh Li-ion
Battery Life	10 hours (a full night sleep with all sensors on)
Charging Time	45 mins for 70%, 1.5 hours for full charge
Materials	Ultra-sensitive gold-plated dry-sensing electrodes
	Soft thermoplastic elastomer (TPE); Halogen-free, and Anti-allergic materials
	FRENZTouch: ultra-soft conductive silicon with silver and platinum nanowires
Head sizes	The band fits head sizes ranging from 20.5 to 25.2 in (or 52 to 64 cm) in circumference.