



USER MANUAL

Essential Care Kit



CONGRATULATIONS!

Thank you for your purchase. Please read these instructions carefully and keep this User Manual for future use.

Need assistance?

Please visit www.nomosmartcare.com, contact Nomo Smart Care customer support at (844) 888-8854 or email us at customerservice@nomosmartcare.com.

It is recommended to record the model and serial number of your Nomo Smart Care system for future reference. The model number can be found on the back of your box outer sleeve or inner box above the bar code. The serial number is located on the outer sleeve next to the bar code.

Included in your Essential Care Kit: (1) Hub, (2) Satellites, (4) Tags

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I. IMPORTANT SAFETY INSTRUCTIONS

- **Read these instructions** – All the safety and operating instructions should be read before this product is used.
- **Keep these instructions** – The safety and operating instructions should be saved for future reference.
- **Heed all warnings** – All warnings on the devices and in the operating instructions should be followed.
- **Do not use this product near water** – The device should not be used near water or moisture – for example, in a wet basement or near a swimming pool.
- Wipe or clean only with a dry cloth.
- Install in accordance with the instructions set forth in this User Manual.
- Do not install near any heat sources such as radiators, stoves, or other appliances (including amplifiers) that produce heat.
- The plugs for both the power supply cord and the Satellite are polarized. A polarized plug has two blades with one wider than the other. The wide blade is provided for your safety. Never force a polarized plug into an outlet. If the provided plug does not fit in your electrical outlet, consult an electrician for replacement of the outdated outlet.
- Protect the power cord from being walked on or pinched particularly at the electrical outlet or the point where they exit from the hub.
- Only use attachments/accessories supported by the manufacturer.
- Unplug hubs and satellites during lightning storms or when ~~unused~~ not used for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the product has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the product, the product has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Please keep the unit in a well-ventilated environment.

WARNING: To reduce the risk of fire or electric shock, do not expose this product to rain or moisture. The product should not be exposed to dripping or splashing. Objects filled with liquids, such as vases, should not be placed on the product.

WARNING: The batteries cannot be exposed to excessive heat such as sunshine, fire or the like.

WARNING: The main plug is used as a disconnect device, the disconnect device should remain readily operable.

WARNING: To reduce the risk of electric shock, do not remove cover (or back) as there are no user-serviceable parts inside. Refer servicing to qualified personnel.



This lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of non-insulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying the appliance.

II. ADDITIONAL SAFETY INSTRUCTIONS

To ensure reliable and safe operation of this equipment, please carefully read all the instructions in this user guide, especially the safety information below.

Electrical Safety

- These devices should only be connected to a main power supply with a voltage that matches the label at the rear of the product.
- To prevent overload, do not share the same power supply socket with too many other electronic components.
- Do not place any connecting wires where they may be stepped on or tripped over.
- Do not place heavy items on them, which may damage the leads.
- Hold the main plug, not the wires, when removing from a socket.
- Do not allow water or moisture to enter the devices or power adapter.
- Pull the plug out immediately and seek professional help if the main plug or cable is damaged, liquid is spilt onto the set, if accidentally exposed to water or moisture, if anything accidentally penetrates the ventilation slots or if the set does not work normally.
- Do not remove the safety covers. There are no user serviceable parts inside. Trying to service the unit yourself is dangerous and may invalidate the product's warranty. Qualified personnel must only service this product.
- To avoid battery leakage, remove exhausted batteries with no power left from the devices, or when not using for long period.
- Do not break open or throw used batteries on a fire.

III. PRODUCT OVERVIEW

System requirements not included within this Essential Care Kit:

1. Home Wi-Fi network
2. Mobile phone or tablet with either:
 - a. iOS version 13 or newer
 - b. Android™ 8 or newer

What is included?



The Essential Care Kit is a collection of devices that works with the Nomo Smart Care mobile app. The devices work with the app to provide peace of mind to family, friends, and professionals who care for independent living seniors.

NOTE: The Essential Care Kit includes three Nomo Smart Care devices — one (1) Hub with power supply cord, two (2) Satellites, and four (4) Tags. The Kit also includes a lanyard with circular plate to affix a Tag as a wearable device. 3 inserts are provided to support set up and use, including Quick Start Guide, Warranty card and Registration Guide.

Nomo Smart Care application:

- **Hub:** a Wi-Fi-enabled sound and motion sensor, with 24/7 scanning technology and hands-free voice calling. The hub also possesses Bluetooth technology capable of connecting approved external devices to the Nomo Smart Care system, such as blood pressure monitors,

thermometers, scales, and other diagnostic devices having Bluetooth connectivity. This connection allows information from affiliated devices to be viewed in the Nomo Smart Care app.

- **Satellite:** a sound and motion sensing nightlight that plugs into a standard electrical outlet and extends monitoring range within the home. The satellite possesses Wi-Fi and Bluetooth capability to also connects to external diagnostic devices and
- **Tag:** a motion-sensing device with an alert button that can be attached to doors, drawers, windows (surfaces) or worn on a lanyard around the neck of the care recipient; and
- **Nomo Smart Care Mobile App:** provides instant notifications in case of emergency for caregivers and allows easy communication and monitoring of the care recipient. The app will be available at launch on both iOS and Android devices. The Nomo Smart Care App connects external devices such as blood pressure monitors, thermometers, and scales through Bluetooth connectivity.

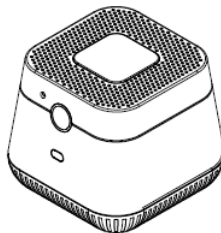
IV. Nomo Smart Care App and Device Overview

The **Nomo Smart Care** mobile app includes an iOS and Android version. Each version is substantially similar and use identical features to function. Generally, the Nomo Smart Care platform is 'serverless' and state information are maintained within the mobile apps or the devices. User instructions are below.

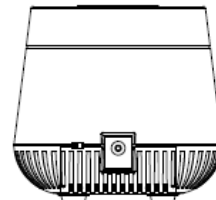
The **Hub** is the central device in a care recipient's home. The Hub connects to the care recipient's home WiFi network and is designed to be placed centrally in the home, **typically the room that the care recipient most frequently resides in during the daytime hours.**



Sensor Hub (Front View)



Sensor Hub (Bird's-Eye View)



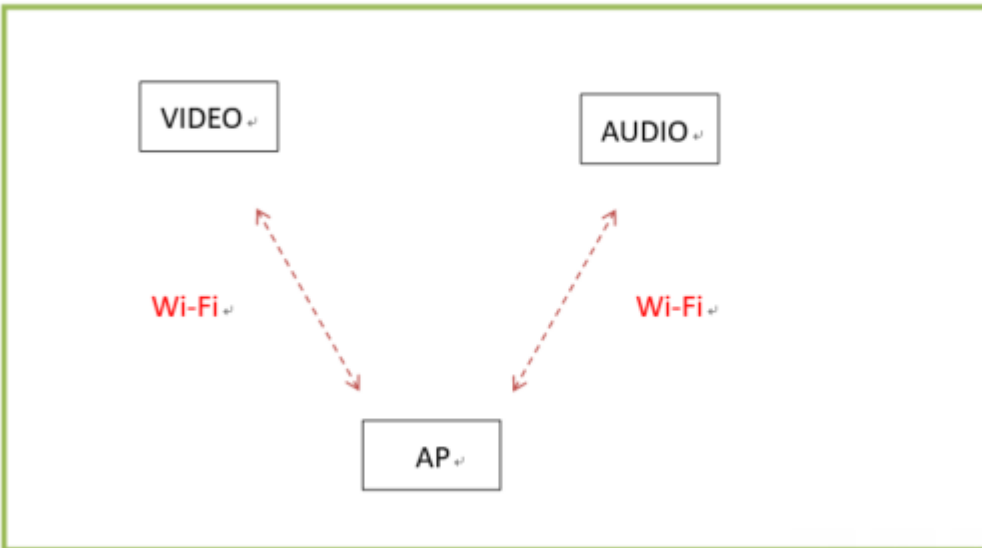
Sensor Hub (Rear View)

The Hub features:

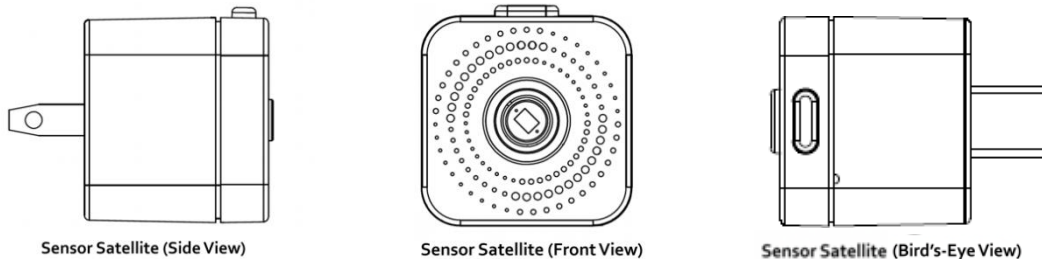
- A **microphone** and **speaker**, allowing caregivers to communicate to the care recipient, as an individual or invite other caregivers into the conversation. The microphone also functions to detect sounds like breaking glass, loud noises, etc.
- a **front-facing image sensor** surrounded by a **colored LED ring**. The image sensor is used by Nomo Smart Care to detect the recipient's orientation and movement (Standing, Sitting, prone, walking-direction, etc.). Posture changes are a part of the event-triggering mechanism on the Nomo Smart Care service and such events may be displayed in the Nomo Smart Care app to the caregivers. The LED ring can be configured by the master caretaker to notify the care recipient of certain actions, reminders, or events.

- an **environmental sensor** to capture temperature and humidity data.
- a **multi-use button** sits on the top of the Hub, allowing the care recipient to alert the care circle if help is needed in the home, or to acknowledge a message received. This button is also used to put the Hub into “device discovery mode” when adding Satellites, Tags, and additional Hubs. This button would also in the future be used to add additional Nomo Smart Care devices to the care recipient’s Nomo Smart Care system.
- a **privacy switch** located on the lower back side of the Hub allows the caregiver to activate to be verbally notified before a caregiver communicates through the Hub.
- HUB_VIDEO support Wi-Fi, BLE and 915MHz
- HUB_AUDIO support Wi-Fi and BLE

Wi-Fi brocast



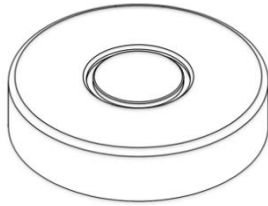
The **Satellite** is a small device designed to be plugged into a wall power outlet directly and placed anywhere the user would like to monitor the surrounding environment.



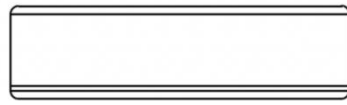
The Satellite features:

- front facing **sensors** that can detect motion and distance, including ambient white light and time-of-flight distance.
- a front facing, **colored LED ring** consisting of 12 LEDs evenly spaced in a circular pattern. Like that of the Hub, the LED ring can be configured to serve various functions such as motion-activated night light; indication of system state and status; or display special animations sent remotely by other system users (all configured on the app)
- a **PDM microphone** that runs acoustic classifiers to identify activities and events in the surrounding environment, such as running water, breaking glass, and loud noises.
- a **multi-function button** on the top of the device, allowing the care recipient to alert the care circle if help is needed in the home, or to acknowledge a message received. This button is also used to put the Satellite into “device discovery mode” when adding Satellites, Tags, and additional Hubs. This button would also in the future be used to add additional Nomo Smart Care devices to the care recipient’s Nomo Smart Care system.
- The ability to receive firmware updates over-the-air
- Support Wi-Fi, BLE and 915MHz.

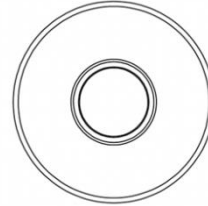
The **Tag** is a device that can be used in a multiple of ways. Tags are battery-operated wireless motion sensors with an alert button. They incorporate a 3-axis accelerometer, a MCU with RF capabilities, and a battery. Tags are designed to be placed on any surface in the home, including on refrigerator doors, medical cabinets, internal/external doors, etc. The Tag is also designed to be worn by the care recipient around their neck, in a pocket, or attached to a purse or handbag. Tags also have an alert button on their face to be used to notify the care circle when help is needed. Tags communicate over a low-power network to the Satellites. (Currently, we limit 10 Tags paired to a single Satellite). This is the only device within this specification that has the ability to be worn by a Nomo Smart Care consumer that may come into deliberate contact with water, (for example, while bathing in showers, bathtubs, etc.). Tags should be water resistant at 1 gravity in an undamaged state at all times.



Sensor Tag (Top View)



Sensor Tag (Side View)



Sensor Tag (Bird's-Eye View)

The Tag features:

- an **alert button** that can be pressed to alert the care circle when help needed. The alert button is also used initially to connect the Tag to the Nomo Smart Care System.
- a **motion sensor**, allowing it to detect say a door being opened/closed, etc.
- Support 915MHz.

V. Nomo Smart Care App and Device Set Up

1. How to find and install the Nomo Smart Care app

1.1 In the search bar in the Apple App Store or Google Play Store on your phone, enter “Nomo Smart Care.”

1.2 Select the Nomo Smart Care app from the search results page. Follow standard installation procedure.

- a. If participating in our Beta program with iOS, you will access the TestFlight app from an email invitation. You will receive an email with the subject: “Nomo International LLC has invited you to test Nomo’s Home Monitoring.” from noreply@email.apple.com. For best results, open this email on your phone.
- b. Tap the button in the email body that says, “View in TestFlight.” Your phone will open the TestFlight app in the Apple App Store.
- c. Follow standard installation procedure to download TestFlight.
- d. Open TestFlight. A screen will pop up that says “Apps.” “Nomo Home Monitoring” will appear on it.
- e. Tap the button next to Nomo Home Monitoring that says “Open.”

2. How to set up your Nomo Smart Care account

2.1 On the Welcome Screen, either:

- a. If you already have an account, enter your email or phone number and your password, then press “Log In”; or
- b. Create a new account. To do so, tap “Create a new account” and follow the in-app instructions to verify your account and enter information about yourself, the care recipient, and the home the devices will be located in.

2.2 If you need to recover a lost account, i.e., if you switched to a new smart device:

- a. On the Create a New Account screen, tap the words “Recover Account.”

- b. Then, enter your email or phone number and your password in the respective fields, and tap the “Recover” button.
 - c. If you forgot your password, tap the words “Forgot Password?” and follow the in-app instructions to reset it.
- **Tip:** Make sure your Wi-Fi, Bluetooth and location services are on.

3. How to add Nomo Smart Care devices to your system

3.1 Once you have logged in successfully, a page will appear that says, “You’re ready to install a new Nomo system!” From there, tap “Continue.”

3.2 To set up your Hub:

- a. Review the information and tips on the Hub landing page in-app.
- b. Tap “Continue” when you’re ready to proceed to the next step in-app.
- c. Plug the charger into a wall outlet in the desired location for the Hub, ideally centrally in the home (typically the room that the care recipient most frequently resides in during the daytime hours).
- d. Press the top button of the Have the Hub ready to connect to the app.
- e. Follow the in-app instructions to configure the hub.

3.3 To set up your Satellites after you’ve set up the Hub:

- a. Review the information and tips on the satellite landing page. Tap “Continue” when you’re ready to proceed to the next step.
- b. Plug the Satellite into a wall outlet in the desired location, ideally with visibility to high traffic areas such as hallways or adjacent rooms. Satellites can also be placed in the bathroom or kitchen above the counter.
 - **Tip:** The Satellite has several onboard sensors used to collect data about the surrounding environment. As such, there are a few enclosure design considerations. The enclosure must also provide a way for the ambient light sensor to receive sufficient exposure for accurate readings. Finally, the enclosure must be designed such that the onboard PDM microphone is able to detect sound from the environment.
- c. When prompted by the app the user will press the button on the Satellite for several seconds which will move the user into the provisioning operating mode. In this operating mode the Sensor Satellite gets Wi-Fi credentials from the Sensor Hub and attempts to obtain TLS X.509 certificates from AWS IoT Core. Once successfully provisioned the device will enter the running operating mode. This is the same mode the device will enter on subsequent power cycles after provisioning succeeds. In the running mode the device will perform its core function of reading and synthesizing environmental sensor data.
- d. Follow the in-app instructions to activate your Satellites and configure and name your Satellites’ locations.

- e. In any of the operating modes the device can be factory reset by holding down the built-in button for 20 seconds. After holding down the button for 20 seconds, the user is given a visual indication that the device will be reset by the LED ring showing a red comet animation for several seconds. Upon reset the device will no longer have stored Wi-Fi credentials or device certificates and will be in the pre-provisioned operating mode.

3.4 To set up your Tags:

- a. Follow the instructions in the app to connect a Tag to the Nomo Smart Care system. Tap 'continue' when you are ready to proceed to the next step. Place the Tag on a clean flat surface. Press and hold the button until the red LED's flash on the device. The app will acknowledge when a Tag is connected. Complete the process in the app by assigning a name and location to the connected Tag.

3.5 To add new devices once you have already set up your main Nomo Smart Care kit:

- a. Tap the "Settings" tab on the bottom of the app screen.
- b. Under the "System" section, tap "Add & Manage Devices."
- c. Follow the in-app instructions to add more devices.

Tip: Tap the button that says "Install Guides" to learn best practices for setting up your Nomo devices.

4. How to connect to your care circle

4.1 If you are trying to add new caregivers:

- a. In the app, tap on **Settings**. Then tap on **Caregivers**. Tap "**Invite Caregiver**".
- b. In the pop-up window, enter the "**New**" Caregiver's phone number or email address. Tap "Invite."

4.2 If you have been invited as a caregiver to an existing Nomo Smart Care Network:

- a. Tap the **link** in the email or text message you've been sent inviting you to join a Nomo Care Network as a professional caregiver. Note: This link will only be accessible for 48 hours. If you are trying to access the Nomo Smart Care Network beyond 48 hours, you will have to request a new link.
- b. Enter the invitation code.
- c. Follow the in-app instructions to set up a Caregiver profile, requiring your name, email or cell phone number, and a password.
- d. Customize triggers and notifications.

4.3 Confirm the new caregiver's addition to the care network by going to the **Settings** page, then tapping on **Caregivers** in your app. Repeat step 4.1 to add family and friends to your care circle.

5. How to use other functions of the app

5.1 How to set goals:

- 5.1.1 When you are first setting up your goals, you will find the section for goals on the "Home" page, asking if you have specific care concerns. In that section, tap on the button that reads "Goals."
 - a. Select an activity on the Activities & Goals page by tapping on it. You can choose "Mobility," "Sleep," "Dietary," "Regularity," "Medicine," "Social" or "Vitals."
 - b. Customize the goals along specific dimensions for the activities on the page for each.
 - i. If you're setting up "Mobility," "Sleep," and "Social," follow the below instructions.

1. For time frame, which is under the “Term” section,” tap the desired time frame from the drop down: daily, weekly, or monthly.
 2. For per-term average, use the slider to land on the desired amount of time per term, from 0 hours (leftmost) to 16 hours (rightmost).
 3. For options, use the toggle button to set “send reminders” and “receive notifications” to off (left) or on (right)
 4. Once you have customized the activity goals to your preferences on the page, tap the “Done” button in the top right.
- ii. For “Dietary,” “Regularity,” and “Medicine:”
 1. For time frame, which is under the “Term” section,” select a time frame from the drop down: daily, weekly, or monthly
 2. For per-term average, select the desired number of visits by tapping the minus button (on the left) to decrease the number of visits, or the plus button (on the right) to increase the number of visits
 3. For options, use the toggle button to set “send reminders” and “receive notifications” to off (left) or on (right)
 4. Once you have customized the activity goals to your preferences on the page, tap the “Done” button in the top right.
 - iii. For “Vitals,” you can connect Bluetooth devices for extended visibility, such as: Blood Pressure cuffs, Pulse Oximeters, Thermometers, Pill reminders, etc.
- c. To share activity in each category with your Care Circle, tap on the desired category. Under “Share & Discuss,” tap the button that says, “Post in notes” and follow the in-app instructions to write the note. Tap the orange “+” button to share when you’re ready.
- 5.1.2 If you have already set up your goals and are looking to add more or update your goals, you will be able to change them in the same “Goals” section on the “Home” page.
- a. If you have already set up a goal for an activity but want to change it, tap on that icon in that section. You will then follow the steps in 5.1.1.b to do this.
 - b. If you wish to add a new goal for an activity you have not yet set up goals for, tap the rightmost “+” button in the same “Goals” section on the “Home” page. You will then follow the steps in 5.1.1.b to set a new goal for the desired activity.

5.2 How to track activity

- a. Tap on the “Activities” page from the bottom bar of the app.
- b. Tap on the activity you’d like to view, from “Mobility,” “Sleep,” “Dietary,” “Regularity,” “Medicine,” “Social” or “Vitals.”

5.3 How to communicate with your care circle

- a. Tap on the tab at the bottom of the app that says “Group.”
- b. If you want to call, tap the “Call” button. Add members to the call, then tap the button that says “Connect.”
- c. To send a “Poke,” tap the “Poke” button. You can schedule a “Poke” or send one immediately. When you’re ready, tap the button that says “Send.”
- d. To view “Notes,” tap the “Notes” button. You can add a note by pressing the orange “+” button and following the in-app instructions.

5.4 How to manage triggers and notifications

- a. Tap the “Settings” tab on the bottom of the screen.

- b. Tap the “Triggers” category. Follow the in-app instructions to create a new trigger, such as a loud sound trigger or an activity (or lack thereof) trigger at a certain time of day.
 - i. Tap the “Settings” button in the top left corner when you’re finished.
- c. Tap the “Notifications” category. Follow the in-app instructions to customize notifications.
 - i. Tap “Done” in the top right corner when you’re finished.

5.5 How to manage your care circle

- a. In the “Settings” tab on the bottom of the screen, scroll down to find the “People” section.
- b. Tap “Caregivers” to view your care circle.
 - i. To add a new caregiver, tap “Invite Caregiver” and follow the in-app instructions to generate an invite.
- c. Tap Emergency contacts to view your Care recipients’ local emergency numbers.
- d. Tap “Care Recipient” to review contact information and location.

6. How to connect affiliated Bluetooth enabled devices

Affiliated device must use Bluetooth® low energy technology, 2.4 GHz frequency band

Note: that keeping Bluetooth® activated will increase battery drain.

- 6.1. Once you have setup your Nomo Smart Care Essential Care Kit properly in the home and app, you can then connect affiliated Bluetooth devices.
 - a. Follow the device pairing instruction according to your device specifications.
 - b. If the Bluetooth® function is activated on the unit, the connected device data will be transferred to your paired Nomo Smart Care system and app.

VI. Color-Ring Animation Guide for Troubleshooting

Device State	Ring Effect	Notes
Waiting for Wi-Fi Credentials	Orange comet	This effect will begin on the Satellite after the user has held the button for 6s as instructed in the app. On the hub it will begin...
Fleet Provisioning	Green breathing	
Fleet Provisioning Failed	Red breathing slow	Do effect for 5s before resetting device to try again
Connecting to Wi-Fi	Blue comet	
Unable to connect to Wi-Fi	Red comet	Run continuously to signal an issue but device should restart every X minute to try to connect again.
Connecting to AWS MQTT	Green comet	
Checking for OTA update	Blue breathing fast	
Night Light	White fade up	Should fade up quickly, stay lit for 1 minute and then slowly fade out
SIP call	Rainbow effect	
Factory Reset	Red breathing fast	Should do a fast-pulsing red for 5 seconds after user has held the button for 10 seconds.

VII. Testing, Certifications, & Statements

7.1 FCC

7.1.1 Testing to be completed by a Nomo preferred 3rd party.

7.1.2 FCC Statements

- (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- (2) **Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.
 - a. To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.
 - b. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- (3) This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- (4) 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 needed.
- Consult the dealer or an experienced radio/TV technician for help.

ETL

ETL testing to be completed by Nomo preferred 3rd party.

UL

UL testing to be completed by Nomo preferred 3rd party.

Retailer Specific

Certain retailers require proof of certain standards certifications and labeling as well as conformance with their requirements and standards.

Such requirements will be addressed as needed in additional retailer specific specification documents.

Color-Ring Animation Guide for Troubleshooting

Device State	Ring Effect	Notes
Waiting for Wi-Fi Credentials	Orange comet	This effect will begin on the Satellite after the user has held the button for 6s as instructed in the app. On the hub it will begin...
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Checking for OTA update	Blue breathing fast	
Night Light	White fade up	Should fade up quickly, stay lit for 1 minute and then slowly fade out
SIP call	Rainbow effect	
Factory Reset	Red breathing fast	Should do a fast-pulsing red for 5 seconds after user has held the button for 10 seconds.