



# User Manual



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[support@heyrex.com](mailto:support@heyrex.com)

# About Heyrex

Heyrex is a revolutionary new way to monitor your dog's wellbeing.

It captures your dog's behaviour 24/7 and reports online.

Simply set up your dog's profile online at [www.heyrex.com/setup](http://www.heyrex.com/setup) and attach the biosensor to your dog's collar to obtain peace of mind.

The biosensor collects information about your dog's activity and behavior and uploads it to the receiver. The receiver sends the information to the Heyrex servers which analyse the information and then displays it in graphs for you to view online.

Heyrex can be used for monitoring general wellbeing or as a tool to identify potential signs of specific health conditions such as skin conditions, joint disorders, heart conditions, obesity and weight loss, behaviour problems and much more.

With Heyrex your dog's profile can be linked to your vet for even greater peace of mind. Heyrex can automatically advise your vet of any behaviour changes your dog encounters.

To learn more about Heyrex please visit [www.heyrex.com](http://www.heyrex.com)



# Contents of the Box

## **Complete Heyrex Biometric System**

Biosensor capsule with surround  
Collar adaptor  
Batteries  
Receiver unit  
Network cable  
Aerial  
Power adaptor

## **Heyrex Additional/Replacement Biosensor Capsule**

Biosensor capsule with surround  
Collar adaptor  
Batteries

## **Heyrex Additional/Replacement Receiver**

Receiver unit  
Network cable  
Aerial  
Power adaptor

# The Hardware

## Biosensor Capsule

The biosensor capsule gets attached to your dog's collar and positioned under its chin. It uses biometric technology to monitor and record your dog's activity and behaviour.

When the biosensor comes within range of a Receiver it will transfer its information to the Receiver. The biosensor can hold up to 7 days of information in its memory. If the biosensor does become full, it will stop recording until it is able to upload the data to a receiver.

The biosensor capsule is sold in a waterproof condition.

Additional and replacement biosensors are sold separately.

## Receiver

The Receiver is an Ethernet device that plugs into your router or modem and communicates with the Heyrex biosensor wirelessly. When a biosensor comes within range of a Receiver it will transfer all of its stored information to that Receiver which then uploads it to the Heyrex servers, via your internet connection.

Any biosensor can upload to any Receiver. All data is sent with each dog's unique device code so that it can be identified. However, no personally identifiable information is included. Please note that this feature may mean that on rare occasions your dog's data will be uploaded via another user's Receiver while on other occasions data belonging to other dogs may be uploaded via your Receiver.



# Setting up your Heyrex Monitoring System

You must go to [www.heyrex.com/setup](http://www.heyrex.com/setup) to complete your setup online.

Please **DO NOT** setup or plug in any hardware until the online setup instructions advise you to do so.

**Step One:** Create your account. Enter your details as the owner of the dog.

**Step Two:** Set up your Receiver.

1. Screw the white aerial firmly into place on the side of the Receiver.
2. Connect the white network cable into a spare socket on your router/broadband modem.
3. Insert the other end of the cable into the Receiver network socket.
4. Plug the Receiver power adapter into a wall outlet.
5. Put the other end of the power cable into the end of the Receiver unit.
6. Watch the blue and green lights on the side of the Receiver, next to the aerial. During start up, the blue light will flash repeatedly, then the green light. Once the green light turns on (and stays on), your setup is complete.

**PLEASE NOTE:** Any changes or modifications to the equipment could void your authority to operate the equipment under the laws of your country.

1. You must set up and use the Receiver correctly. i.e. lying flat with aerial pointing upwards. (see diagram)
2. You must use the power adaptor supplied. It is acceptable to use a replacement Category 5, 5e or 6 network cable.
3. You must use the aerial provided and attach it correctly.
4. The Receiver must be set up at least 20cm away from people and other electronic devices including your wireless router.
5. Do not attach any accessory, aerial or other device to the Receiver that has not been provided by Heyrex.

**Step Three:** Enter your dog's details into the sign-up portal [www.heyrex.com](http://www.heyrex.com)

**Step Four:** Set up your biosensor.

Remove the biosensor from the surround

1. Turn the biosensor capsule and casing over so you are looking at the back side (without the Heyrex logo).
2. At the top and bottom of the casing is a small horizontal gap. Use fingers to separate the two pieces of the casing which will release the white biosensor unit.
3. Lift the white biosensor capsule from the surround.

Please answer the questions online and follow the instructions specific to your biosensor.

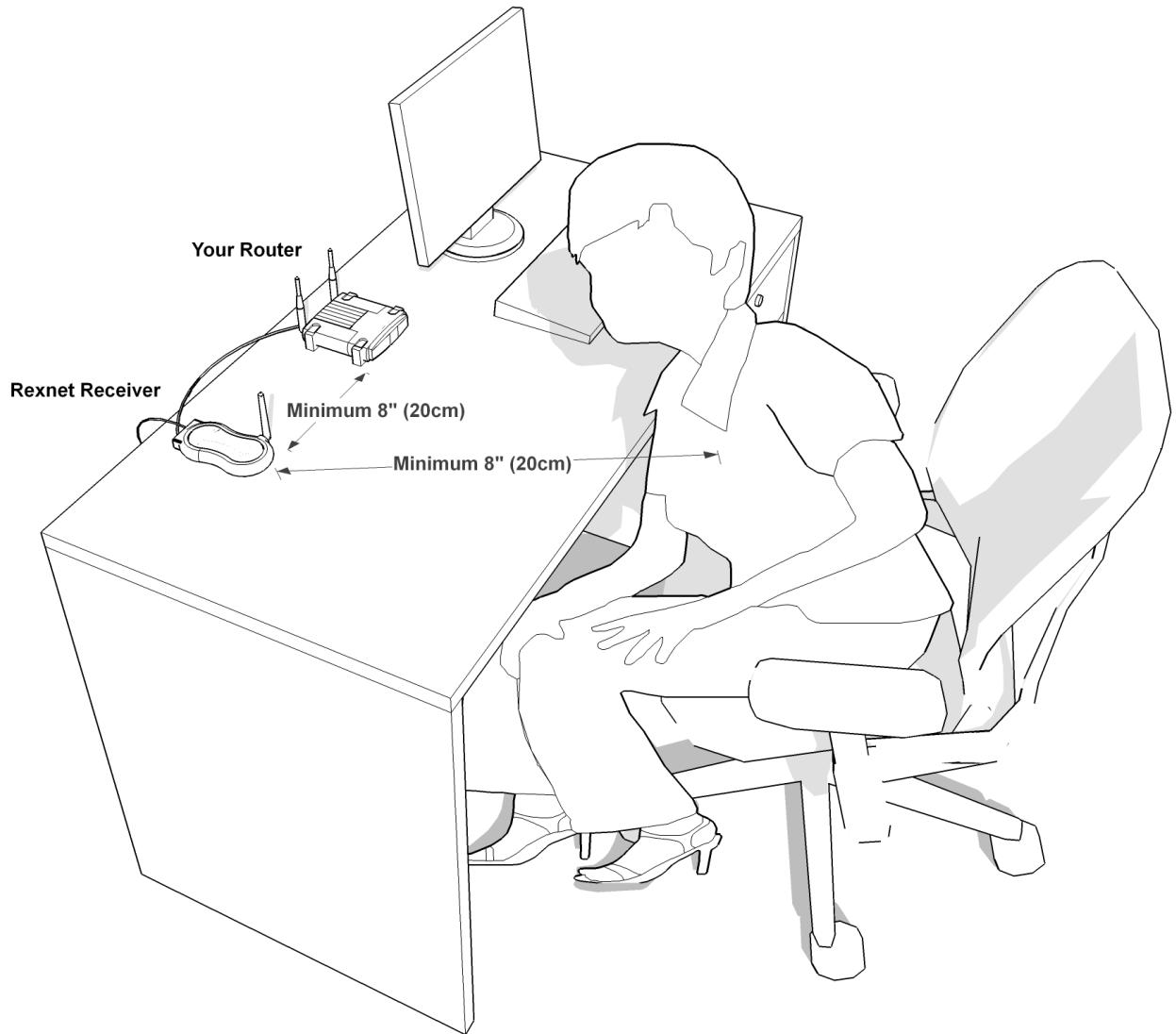
**Step Five:** Attach the biosensor to your dog. Ensure it is sitting under your dog's chin and that you can see the Heyrex logo up the right way.

**Step Six:** Select your vet clinic and choose your plan. If your vet clinic is not listed you can recommend a clinic you would like us to approach about becoming a Heyrex clinic.

**Step Seven:** If you are leasing your Heyrex from your vet hospital, once you agree to the terms & conditions your set-up is complete. If you own your Heyrex you will be directed to a Paypal page to set up your monthly monitoring subscription fee.



# Setup Diagram



[support@heyrex.com](mailto:support@heyrex.com)

# Changing the Batteries

For a video clip showing how to change the batteries please go to [www.heyrex.com/support](http://www.heyrex.com/support)

The Heyrex biosensor capsule takes two (2) CR2032 batteries. These can be purchased at most battery outlets and supermarkets.

**Step One:** Remove the biosensor from the surround

**Step Two:** Turn the biosensor capsule and casing over so you are looking at the back side (without the Heyrex logo).

**Step Three:** At the top and bottom of the casing is a small horizontal gap. Use fingers to separate the biosensor casing and lift the white biosensor capsule from the surround.

**Step Four:** Using a small Philips screw driver, unscrew the screws and remove the battery cap.

**Please Note:** The batteries are not inserted in the common manner.

Place the two batteries with their positive (+) sides pressed together and insert them between the battery terminals.

**Step Five:** Replace the battery cap and tighten the screws ensuring the rubber gasket is flat against the lid. The screws should be finger tight only, be careful not to over tighten them.

**Option:** Replacing your biosensor.

If you would prefer to purchase a new biosensor rather than changing batteries, simply to [www.heyrex.com](http://www.heyrex.com) to purchase a single unit (you do not have to buy a whole pack).



# Troubleshooting and Support

For information on troubleshooting and for support please visit  
[\*\*www.heyrex.com/support\*\*](http://www.heyrex.com/support)

This online section is an information hub which should answer any of your questions and includes videos for your reference.

If you wish to contact Heyrex Ltd please do so at [support@heyrex.com](mailto:support@heyrex.com)

## Warranty Information

Your Heyrex hardware comes with a 12-month limited warranty.

Proof of purchase is required.

For all warranty enquires please contact Heyrex directly at [\*\*support@heyrex.com\*\*](mailto:support@heyrex.com)

# Compliance Information

## FCC Warnings for Receiver Model R3 (FCC ID: RGZ-R3).

Changes or modifications not expressly approved by Heyrex Limited could void the user's authority to operate the equipment. The device must be used with the antenna supplied. Do not connect other antennas, amplifiers or RF equipment to this device.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

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 the 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 of the receiver.

## RF Exposure Warning

The transceiver described here emits radio frequency energy. Although the power level is low, the concentrated energy extremely close to the antenna may pose a health hazard. Do not allow people to come closer than 20 cm to the antenna when the transmitter is operating.

Additional information on RF exposure is available on the Internet at <http://www.fcc.gov/encyclopedia/oet-bulletins-line>

## Industry Canada Statement (modèle R3):

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

1. this device may not cause interference and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

This class B digital apparatus complies with Canadian ICES-003

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

## Avis d'Industrie Canada (modèle R3):

Cet appareil est conforme à la norme CNR-210 des règlements d'Industrie Canada. Son fonctionnement est sujet aux deux conditions suivantes:

1. Cet appareil ne doit pas provoquer d'interférences et
2. Cet appareil doit accepter toutes les interférences, y compris celles pouvant entraîner son dysfonctionnement.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

**FCC Warnings for Biosensor Model C7 (FCC ID: RGZ-C7).**

Changes or modifications not expressly approved by Heyrex Limited could void the user's authority to operate the equipment

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

3. This device may not cause interference, and
4. This device must accept any interference, including interference that may cause undesired operation of the device.

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 the 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 of the receiver.

**The biosensor capsule has been tested in accordance with Title 47 CFR Section 2.1093 and does not present a radio frequency hazard to you or your animal.**

**Industry Canada Statement (modèle C7):**

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

1. this device may not cause interference and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

IC Radiation Exposure Statement: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment.

**Avis d'Industrie Canada (modèle C7):**

Cet appareil est conforme à la norme CNR-210 des règlements d'Industrie Canada. Son fonctionnement est sujet aux deux conditions suivantes:

1. Cet appareil ne doit pas provoquer d'interférences et
2. Cet appareil doit accepter toutes les interférences, y compris celles pouvant entraîner son dysfonctionnement.

Avis d'Industrie Canada sur l'exposition aux Rayonnements: Cet appareil est conforme aux

