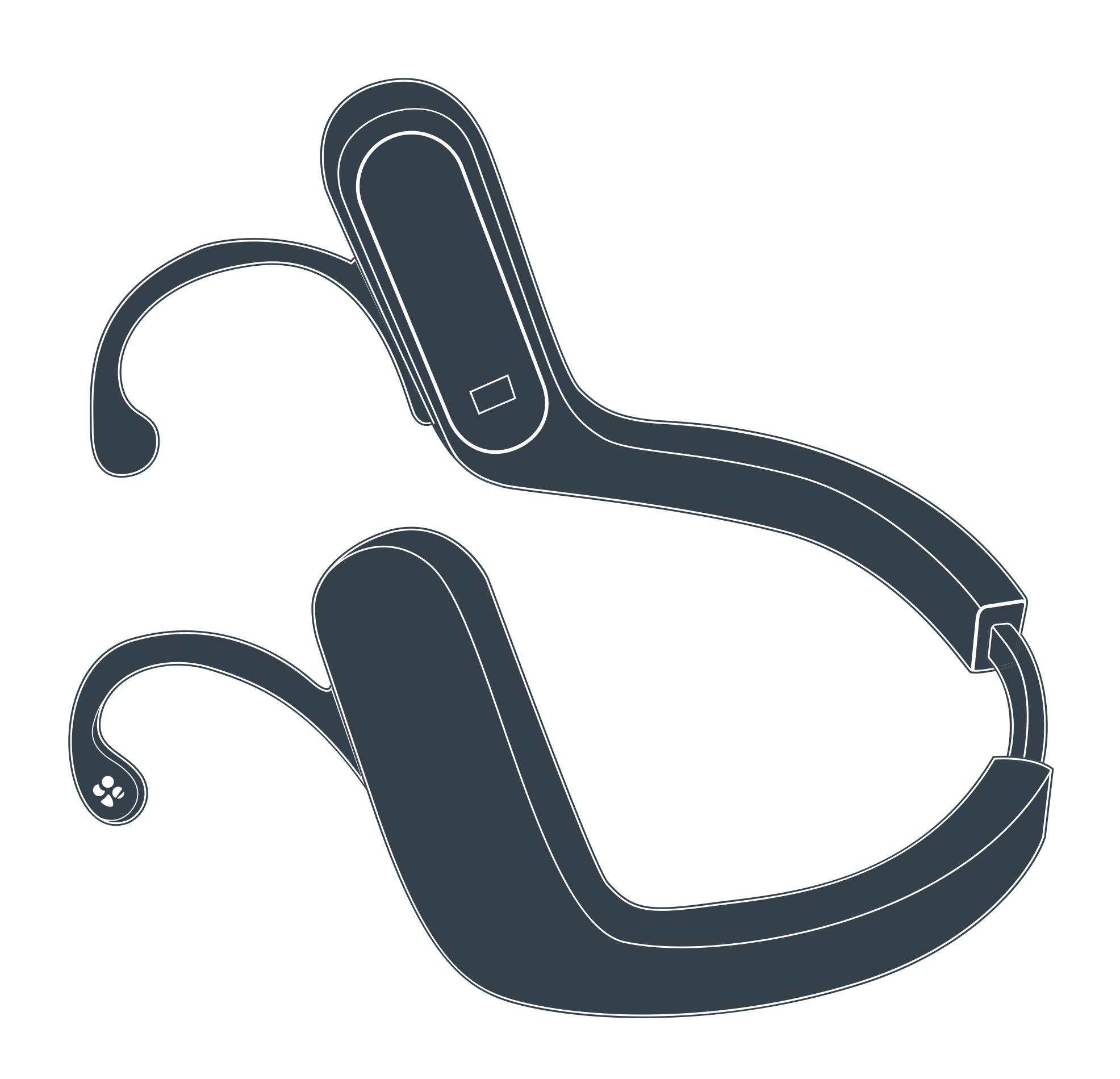
User Manual

Welcome to Cove

Less stress and better sleep is now within your reach. Follow the instructions in this manual for the best results.

Cove works by using gentle vibrations behind the ears to activate the part of your brain that regulates anxiety, leading to a profound and durable sense of calm.

All you have to do is wear Cove 20 minutes a day. As you continue to use it, your resilience to stress will improve. Here's everything you need to know to get started.



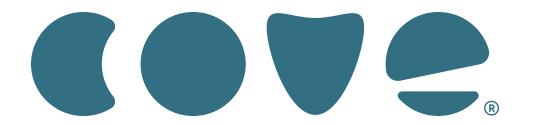
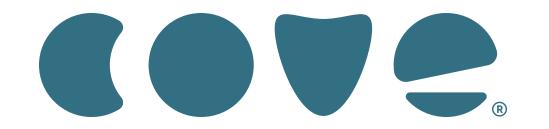
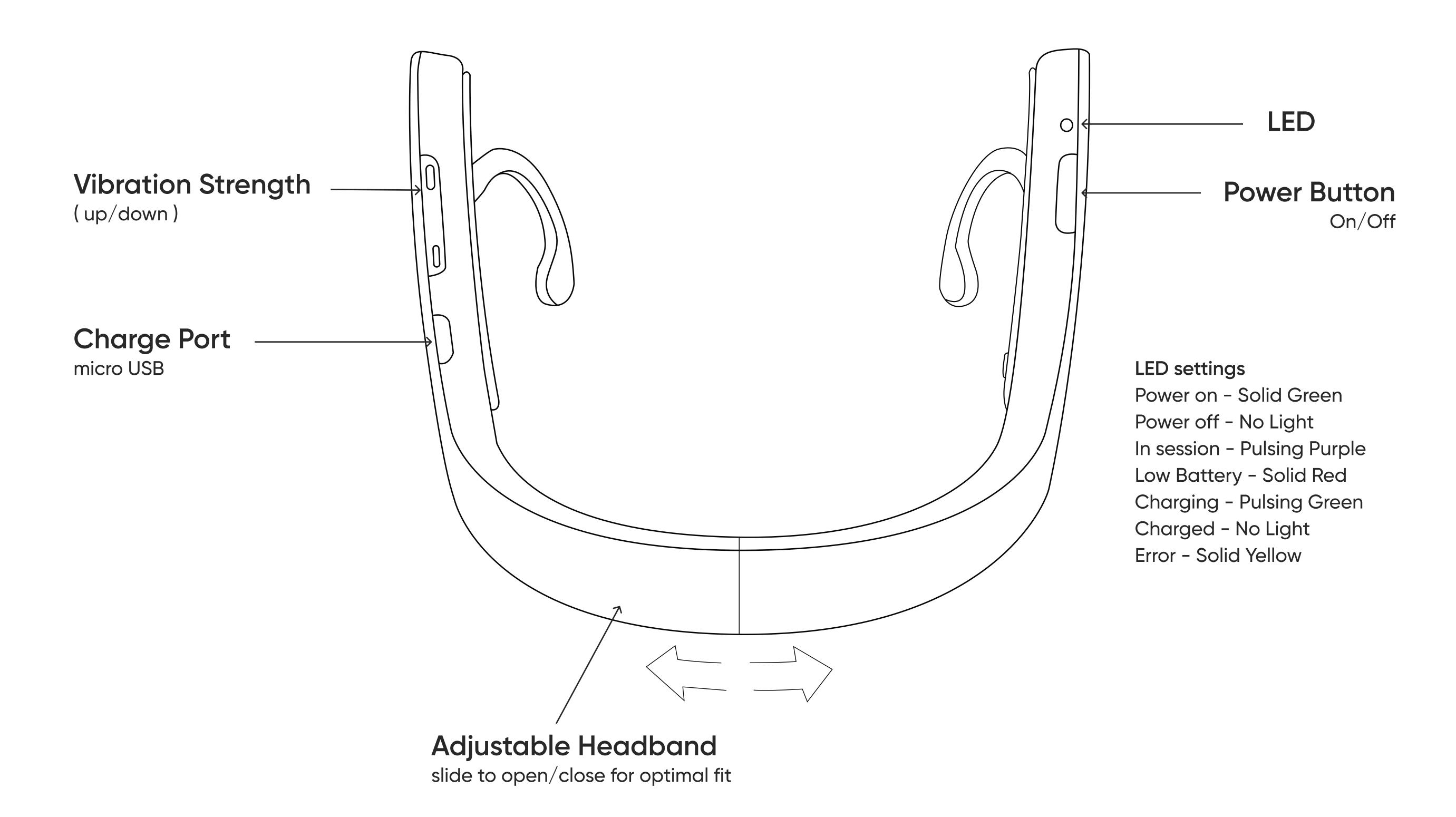


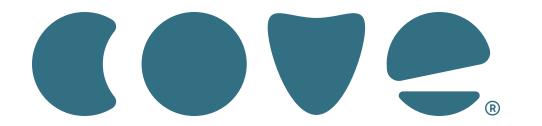
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About Cove



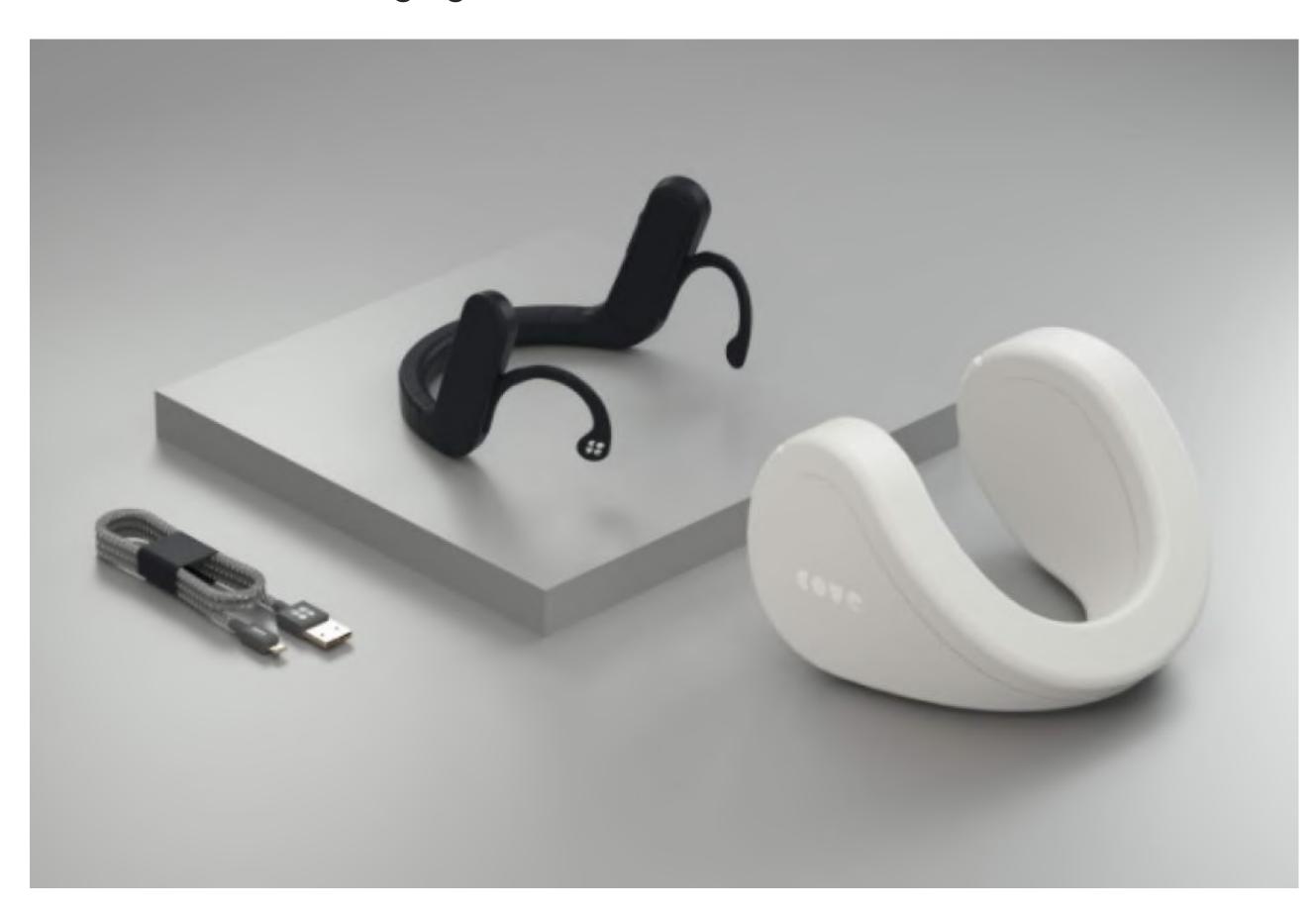


Getting Started

What's in the box?

In each Cove box you will find

- Your Cove inside its travel case
- Getting started instructions
- · A Micro-USB charging cable

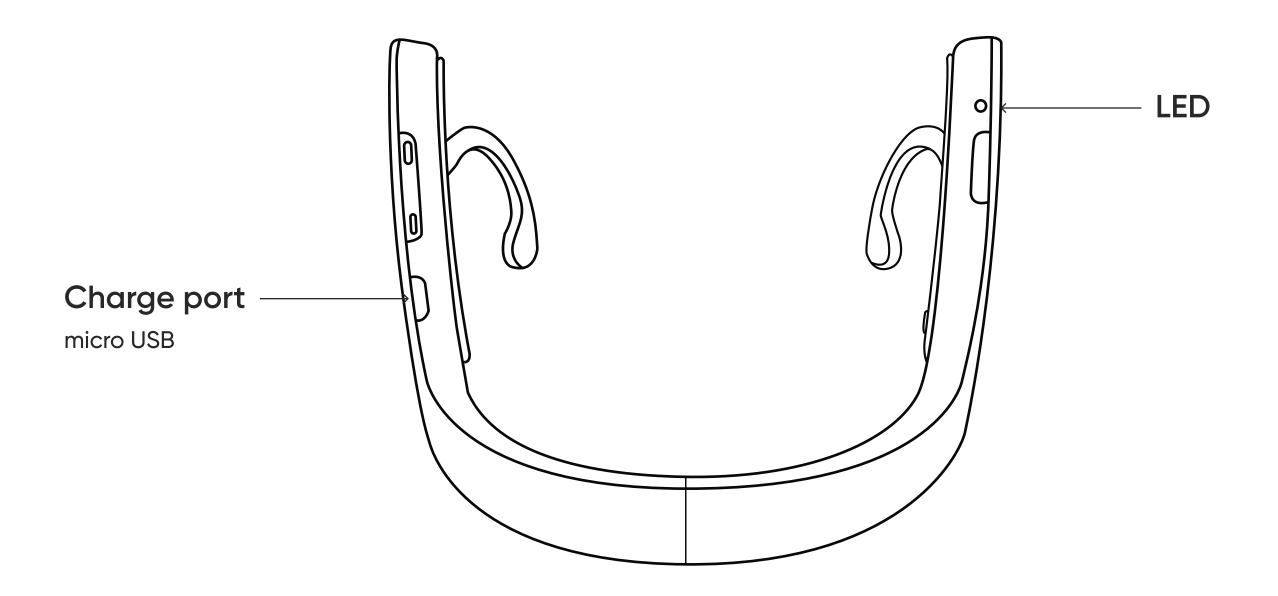


Setting up your Cove Charging Cove

Before your first session, make sure the battery is fully charged.

To charge the battery:

- 1. Locate the Micro-USB charging port on the left side of the device.
- 2. Connect Cove to any USB power source via the included charging cable.
- 3. While charging, Cove will display a pulsing green light.
- 4. When fully charged, the light will turn off.



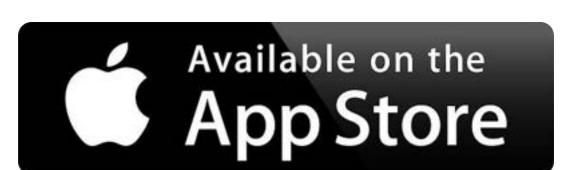


Getting Started

Download the Cove app

The Cove app is your companion when using Cove. Before your first session, download the app on your mobile device and create a new account (or log into your existing account). Once you pair your Cove to the mobile app, you can begin your first session.

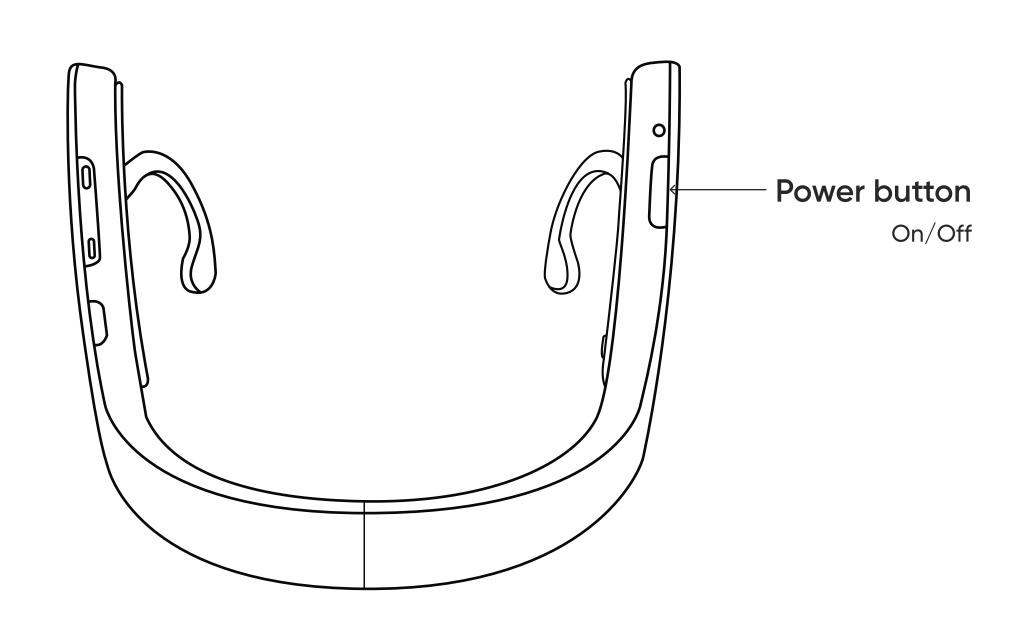
www.feelcove.com/app





Powering On Cove

The Cove Power button is located on the right side of the device. Hold the Power button for 2 seconds, until a solid green light indicates that Cove is on.



Activating a Cove Membership

An active membership is required to use Cove. To activate your Cove membership:

- 1. Follow the pairing instructions below
- 2. If you purchased your Cove from www.feelcove.com, you may receive a prompt for an activation code. Enter the code to activate your Cove membership.
 - Note that if you log into the Cove app with the same email you used when purchasing Cove, no activation code is needed.
 - If you purchased your Cove from Amazon, no activation code is needed.
- 3. Once pairing is complete, your Cove membership is active

Pairing Cove

Prior to first use, you must pair Cove to the Cove app.

To pair Cove:

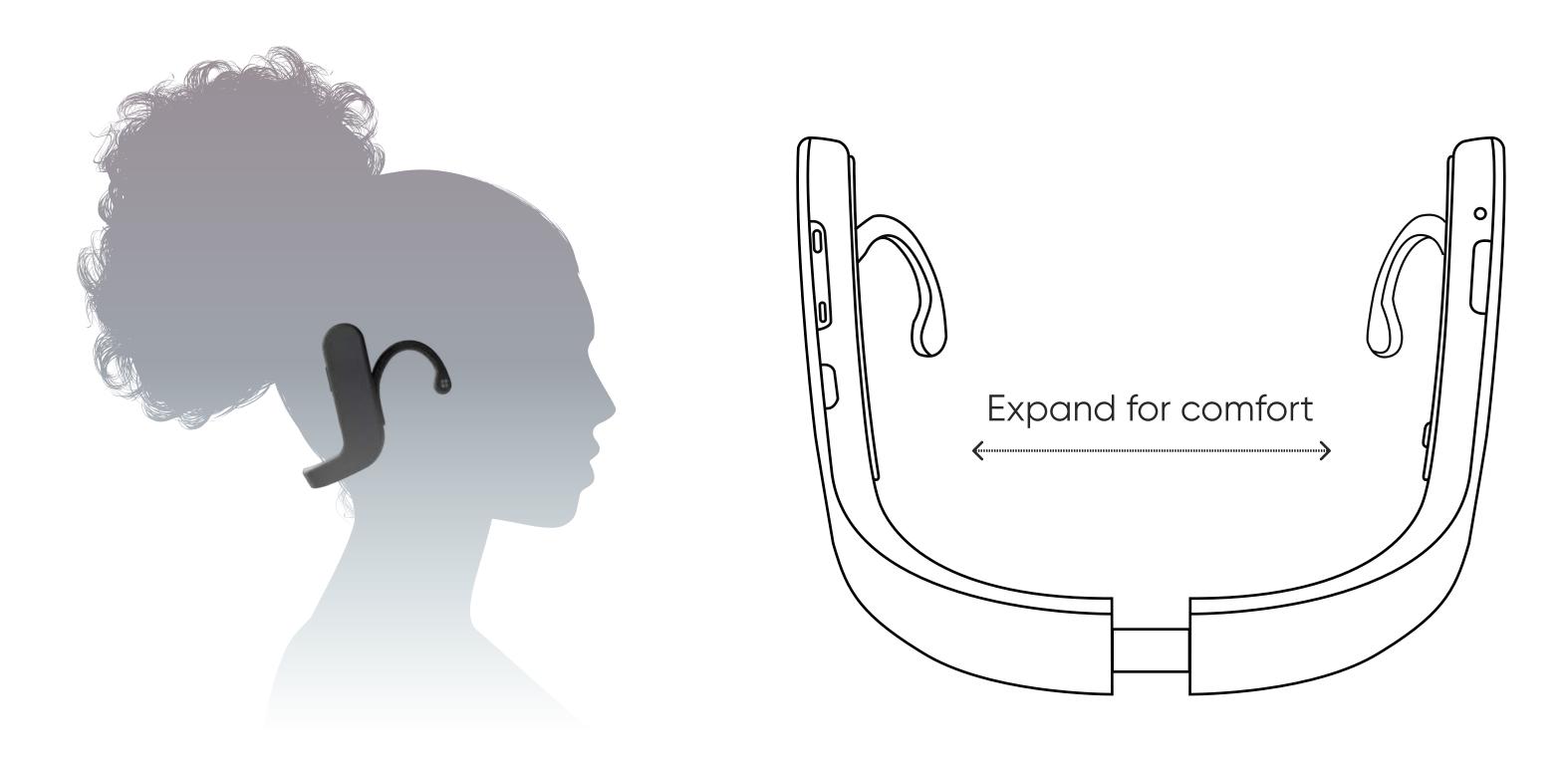
- 1. Enable Bluetooth on your mobile device.
- 2. Launch the Cove app and sign into your Cove account.
- 3. On the "Let's set up your device" screen, tap "Add Cove."
- 4. Power on your Cove device by pressing the power button until the LED turns solid green.
- 5. Release the Power button, then press and hold the Vibration Strength down button until the LED pulses blue. This will make your Cove device discoverable.
- 6. Make sure Cove is near your mobile device. The Cove app will automatically begin the pairing process.
- 7. After pairing completes, the Cove app will direct you to the Home screen.



Getting Started

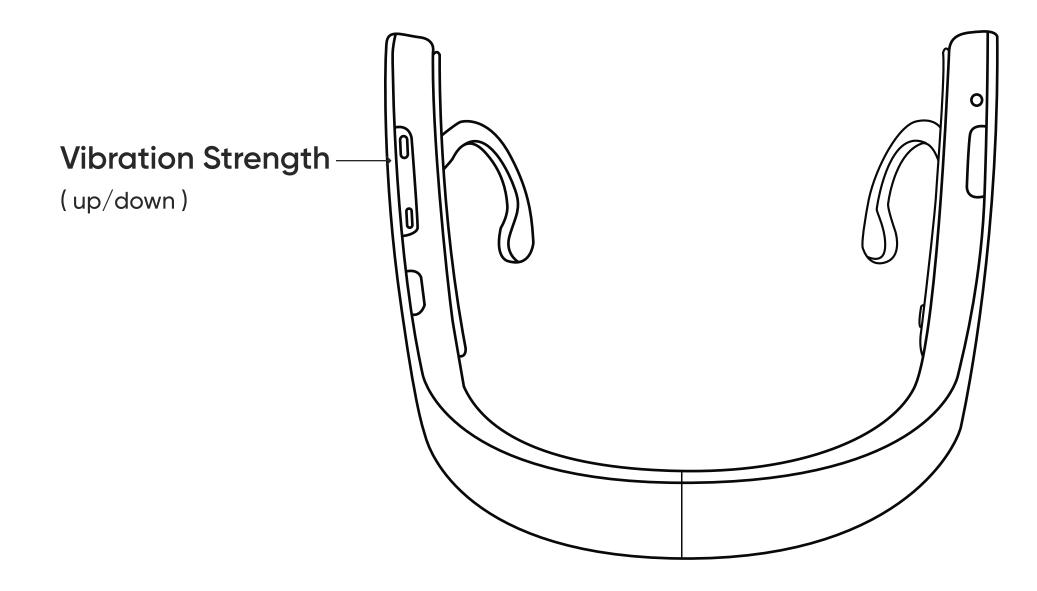
Putting on Cove

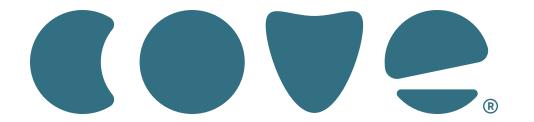
Cove fits comfortably around the back of your head, with the pads resting just behind your ears and the loops over your ears. You can expand the width of Cove by expanding the back band, and reposition the vibrating pads by adjusting the hinge. The pads and tips of the hooks should like flat on the skin, with any hair moved aside.



Setting the vibration level

The Vibration Strength buttons are on the left side of the device. During sessions, these allow you to increase or decrease the vibration on the pads.





Starting a session

Once Cove is paired with your mobile device, you can begin a session. For new users, you will see a tutorial during your first session. Returning users can begin a session as normal.

To start a session, tap the Cove button:

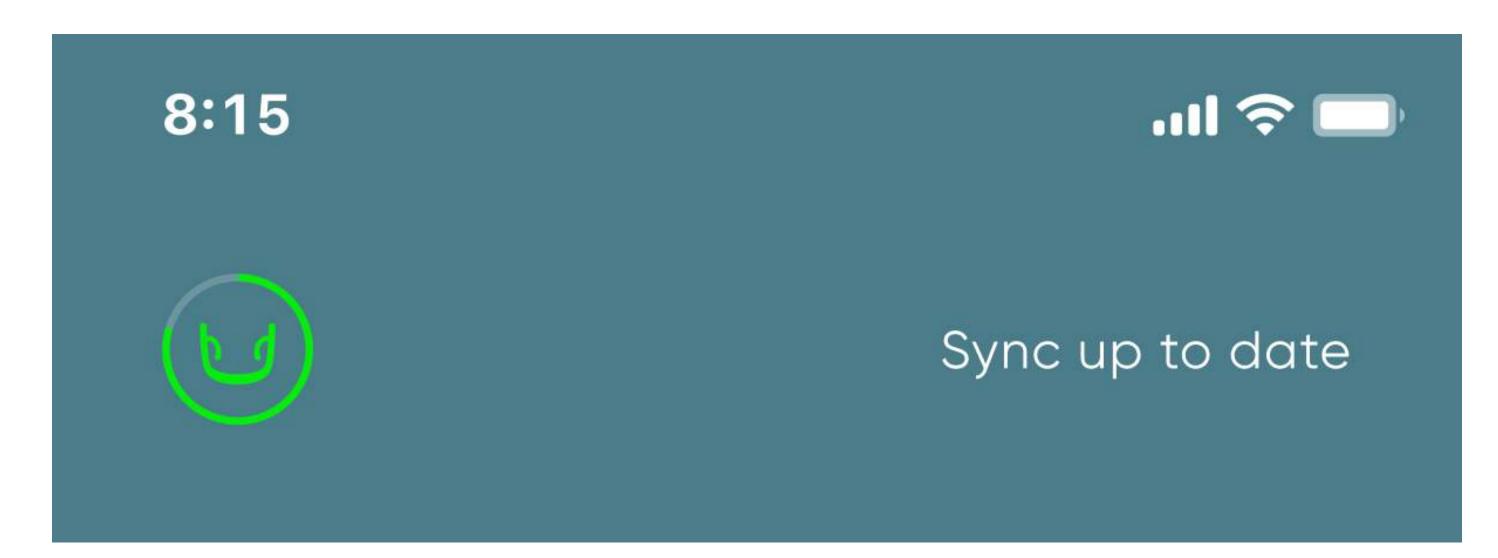
- 1. Power on Cove and connect it to your mobile device.
- 2. Put on Cove, and adjust the fit as mentioned in the Putting on Cove section.
- 3. There are two methods to start a session:
 - a. Tap the Power button on the right side of Cove (returning users only).
 - b. Tap the Cove button on the Home screen.



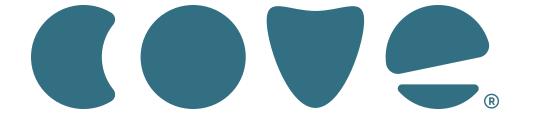
Syncing sessions

The Cove app provides a timeline of your Cove usage. Sessions will automatically appear in the Cove app as long as Cove is connected.

- 1. Connect Cove to the Cove app.
 - a. The Home screen will display a Cove icon and battery indicator when connected.
- 2. Sessions will begin to sync automatically. The "Syncing in progress" indicator will update to "Sync up to date" once syncing is complete.



Once sessions sync to the Cove app, they are removed from the Cove device. We suggest syncing after every session.

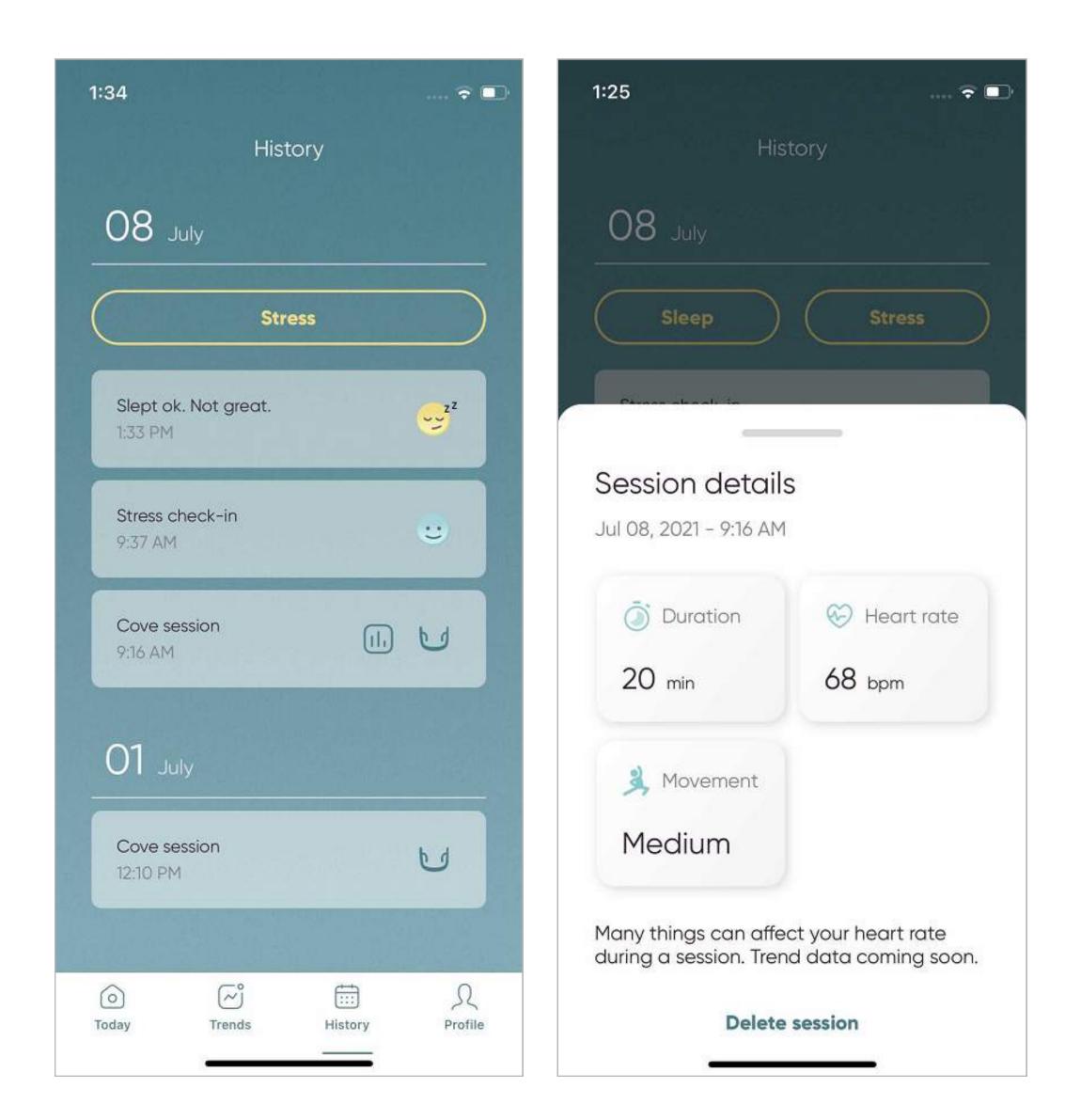


Session history

Session history is available on the Home screen of the Cove app.

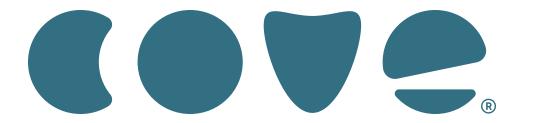
The weekly calendar displays days where sessions occurred.

The History tab displays a timeline of your activity. Tap a session card in your timeline to display details about your session.



To view more detailed history, tap the "History" tab at the bottom.





Check-ins

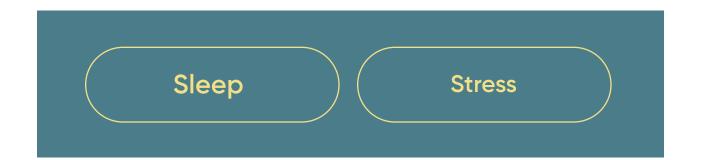
The Cove app includes helpful check-ins you can use to stay consistent, and see how Cove improves your stress and sleep.

There are two types of check-ins: Stress Check-Ins and Sleep Check-Ins.

Stress Check-Ins

Stress Check-Ins are available two ways:

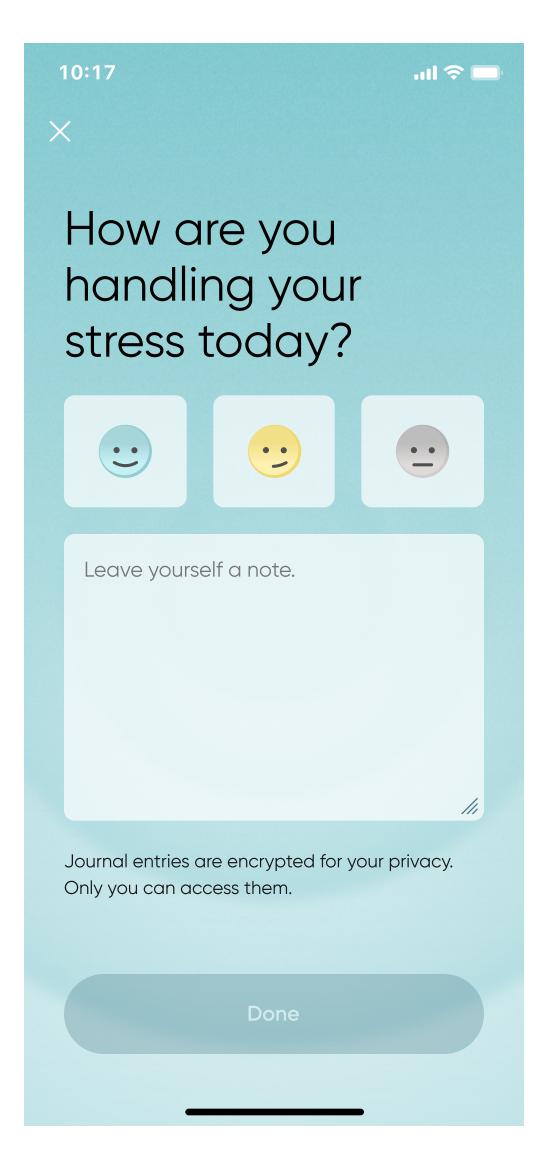
- 1. At the end of every session.
- 2. The "Stress" check-in button at the top of the History tab.



Logging a Stress Check-In

To log a Stress Check-In, first choose the emoji that reflects how you're managing your stress level. Optionally, you can leave a note for your reference.

Tap "Done" to save the check-in to your timeline in the History tab.

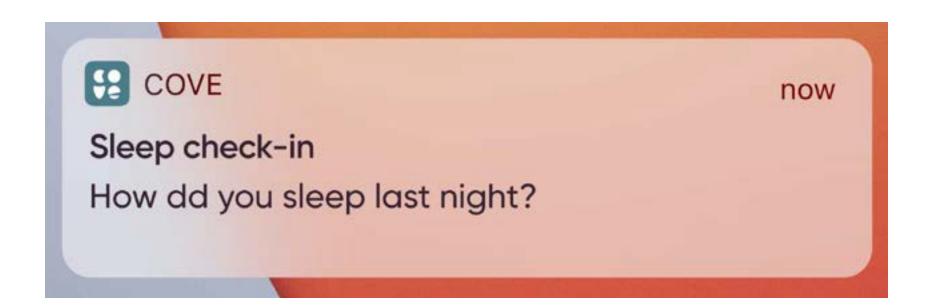




Sleep Check-Ins

Sleep Check-Ins are available two ways:

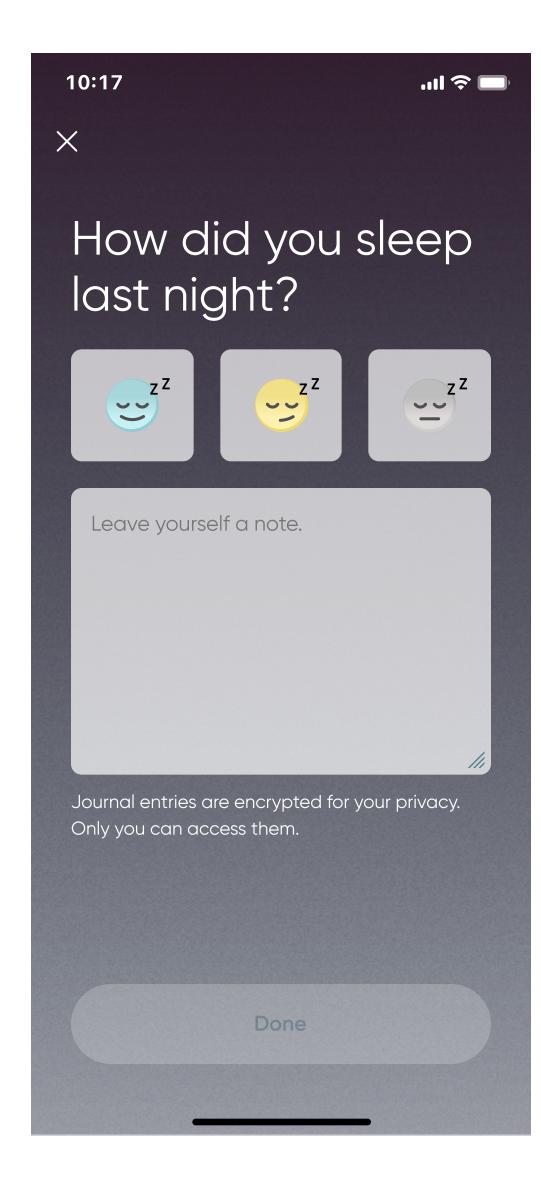
- 1. A scheduled push notification.
- 2. The "Sleep" check-in button at the top of the History tab.

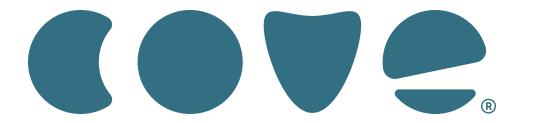


Logging a Sleep Check-In

To log a Sleep Check-In, first choose the emoji that reflects how you slept. Optionally, you can leave a note for your reference.

Tap "Done" to save the check-in to your timeline in the History tab.

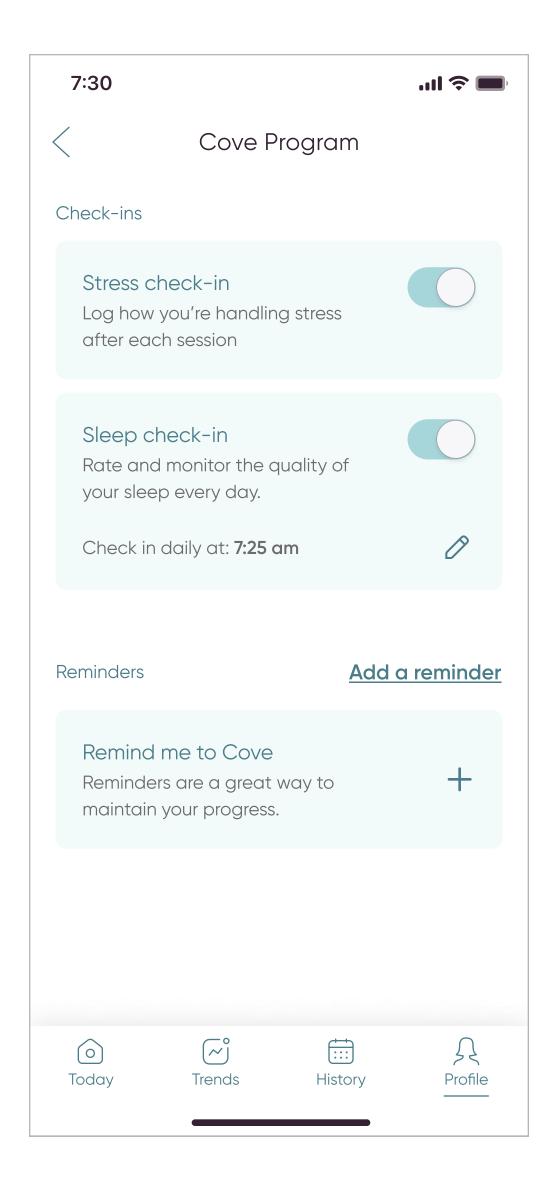


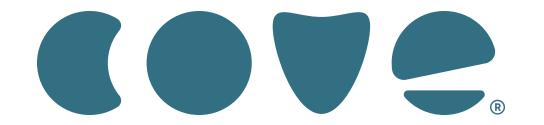


Updating Check-In Preferences

You can manage your Check-In preferences under Profile -> Cove Program. Here you can:

- Choose the right time to receive Sleep Check-Ins.
- Disable the Stress Check-In after a session.
- Disable Sleep Check-Ins.



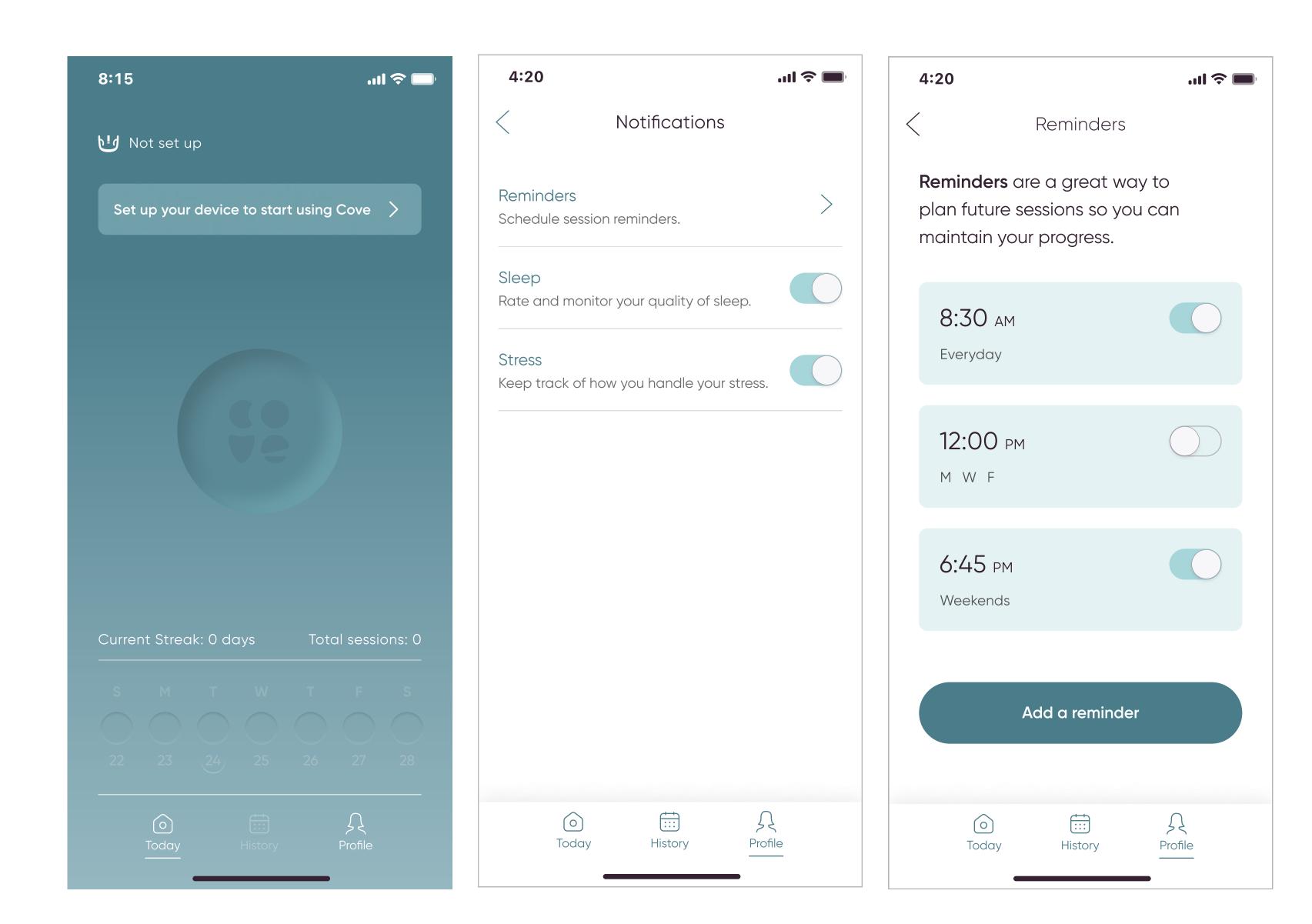


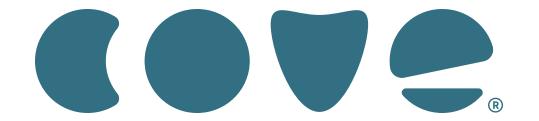
Reminders

You can schedule reminders of upcoming sessions in the Cove app. Reminders appear as push notifications on the day and time you select.

To schedule an reminder:

- 1. Launch the Cove app, and log in (if necessary).
- 2. Navigate to "Profile" on the toolbar.
- 3. Tap on "Notifications", and then "Reminders"
- 4. Tap "Add a reminder", then choose the time and days when you would like to receive a notification.
- 5. You can update or delete your reminders at any time by tapping on a reminder in the list.



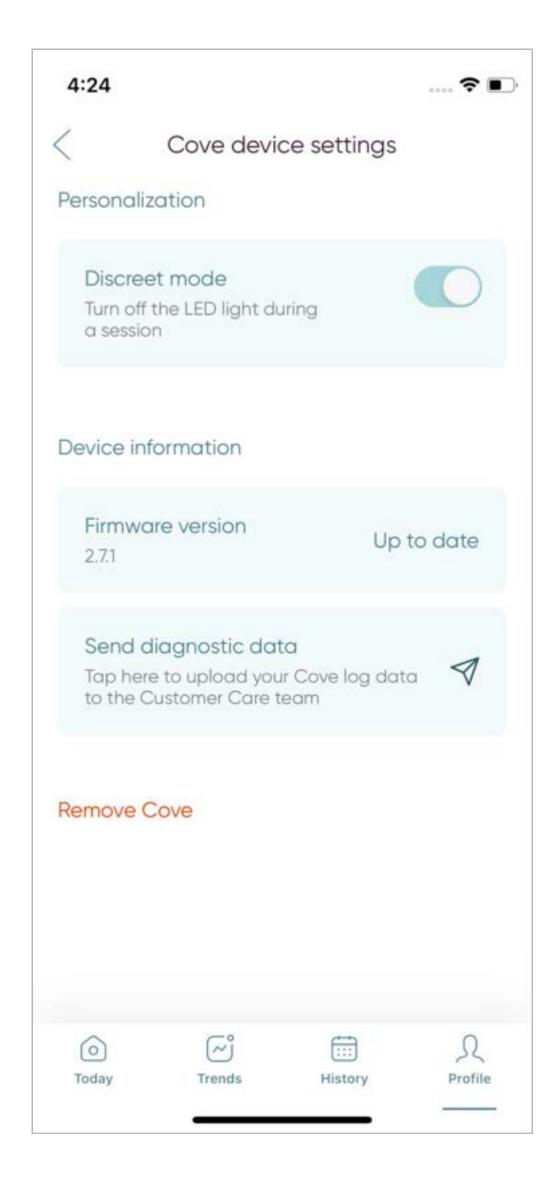


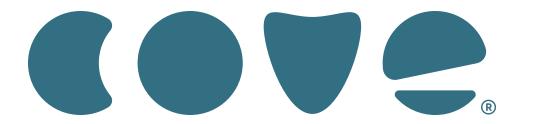
Discreet Mode

Discreet Mode is used to deactivate the LED that pulses during a session.

To enable Discreet Mode:

- 1. Launch the Cove app, and log in (if necessary).
- 2. Connect Cove to your mobile device.
- 3. Navigate to "Profile" on the toolbar.
- 4. Tap on "Cove Device Settings" and toggle Discreet Mode.



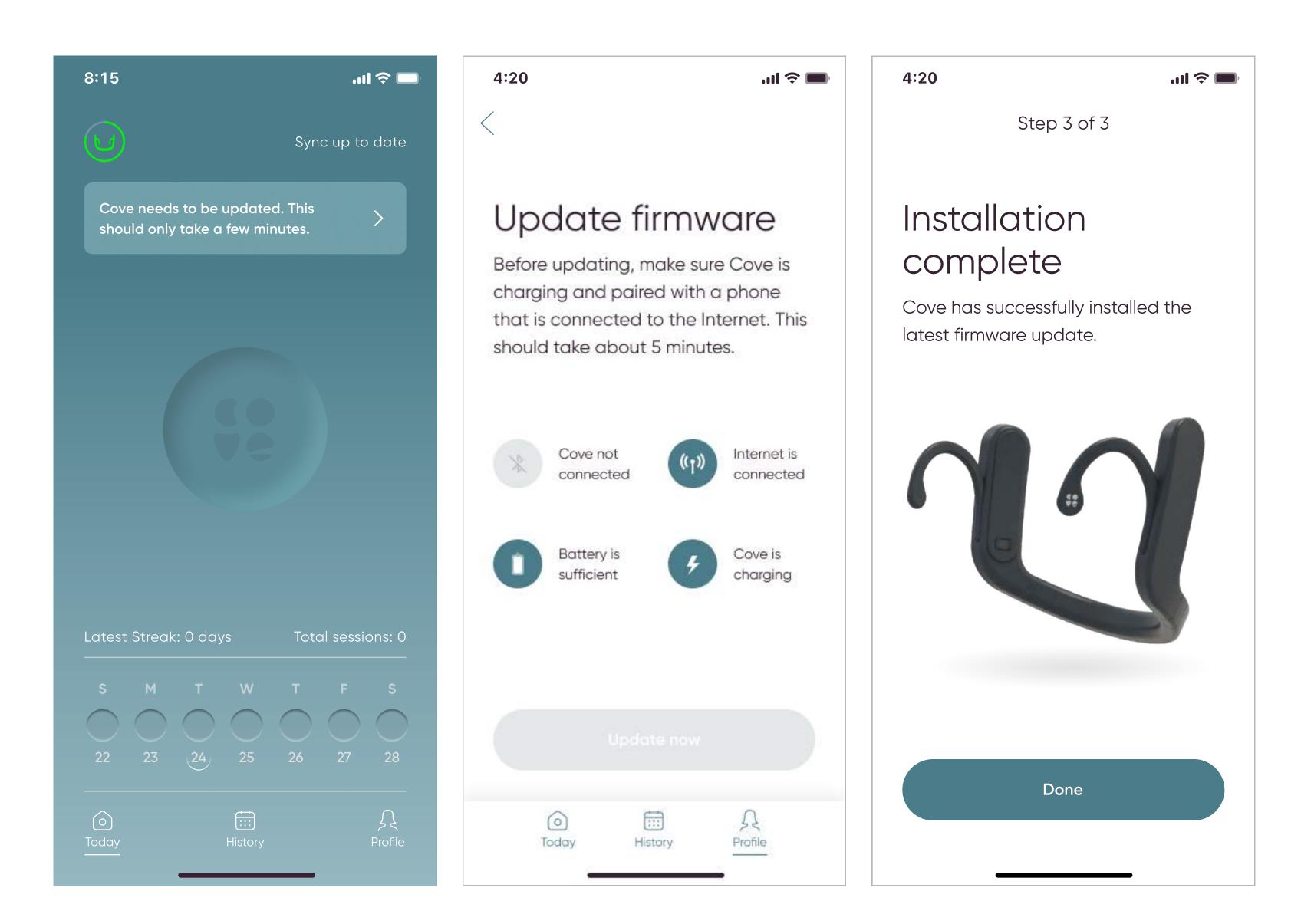


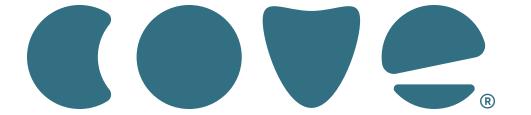
Updating Cove

Periodically, the Cove firmware and mobile app will receive updates. We suggest installing these updates in a timely fashion to ensure you receive the best experience.

To update the firmware:

- 1. When a new firmware update is available, follow the prompts on the Home screen to initiate the update.
- 2. Make sure your Cove is connected via Bluetooth, charging, and that your mobile device has internet connectivity.
- 3. Click "Update now" to initiate the firmware update.
 - a. Any new sessions will sync automatically.
 - b. The Cove app will download and install the new firmware.
- 4. An "Installation Complete" message appears when the update is finished.
- 5. If Cove has sessions that have not been synced, you will receive a prompt that your data will be deleted. We suggest syncing all sessions before removing Cove.





Updating Cove App

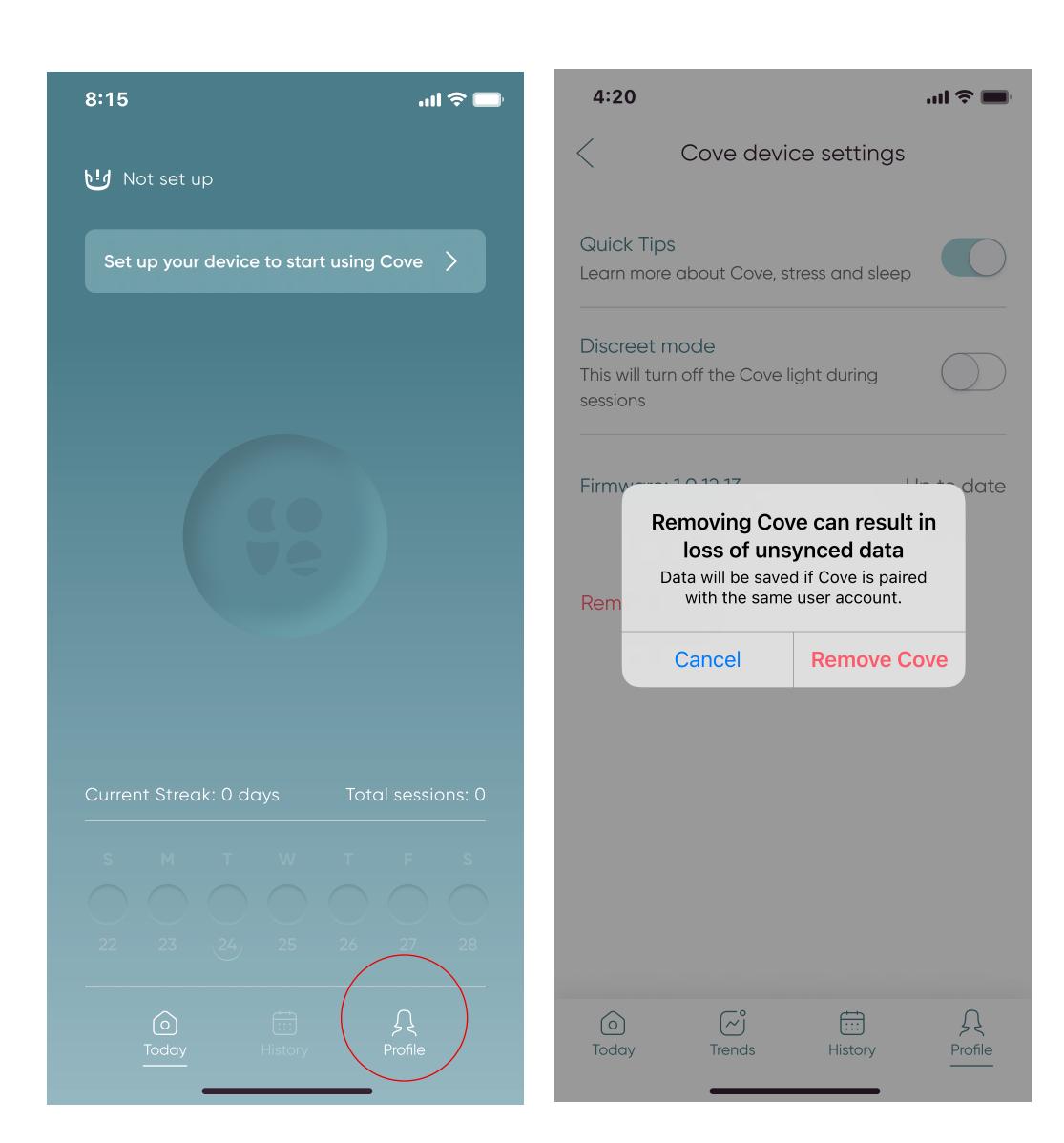
For the Cove app, if you have your mobile device set to automatically update apps, no action is needed. The Cove app will update when new versions are available. Otherwise, you will receive notifications from the Apple App Store or Google Play Store when new updates are released.

Removing Cove

If you no longer wish to use a Cove with the Cove app, you can remove it within your profile. To remove Cove:

- 1. Log into the Cove app, and connect Cove.
- 2. Click on the Profile tab at the bottom.
- 3. On the Profile screen, navigate to "Cove Settings."
- 4. Select "Remove Cove."
- 5. If Cove has sessions that have not been synced, you will receive a prompt that your data will be deleted. We suggest syncing all sessions before removing Cove.
- 6. Before pairing Cove again (or adding a new Cove), remove Cove from the mobile device's Bluetooth settings.

You can re-pair Cove at any time after you remove it.





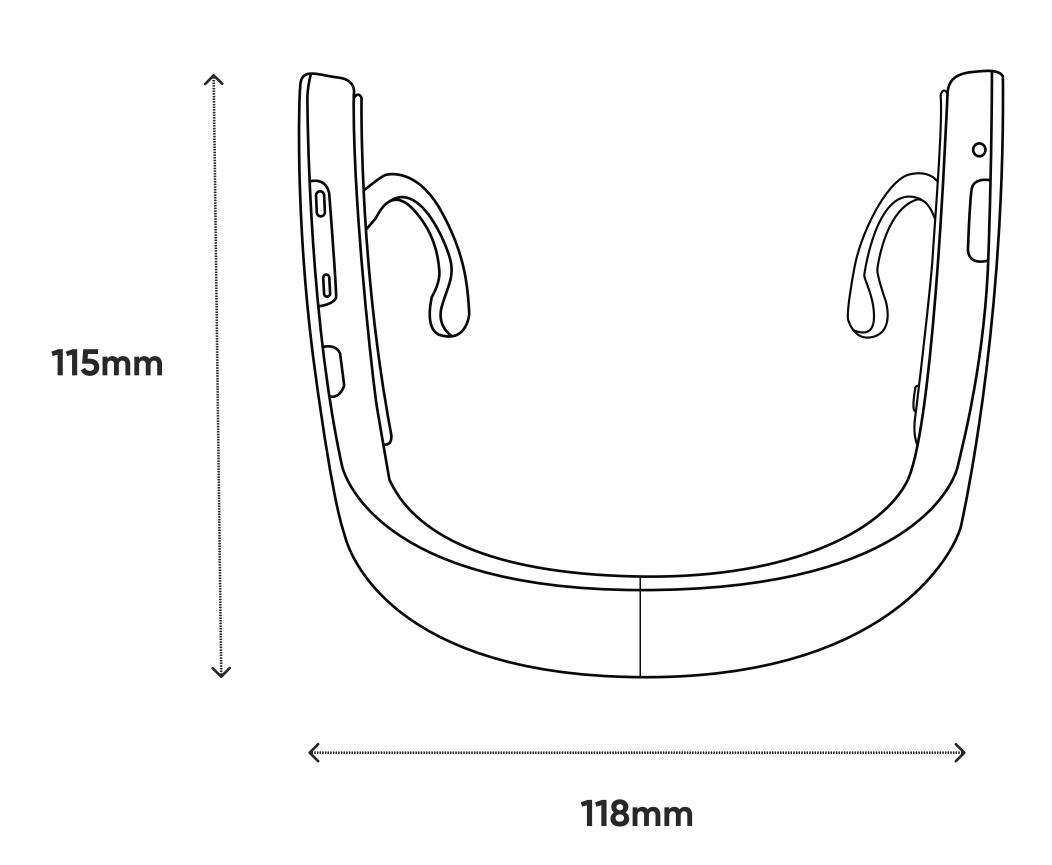
Specifications

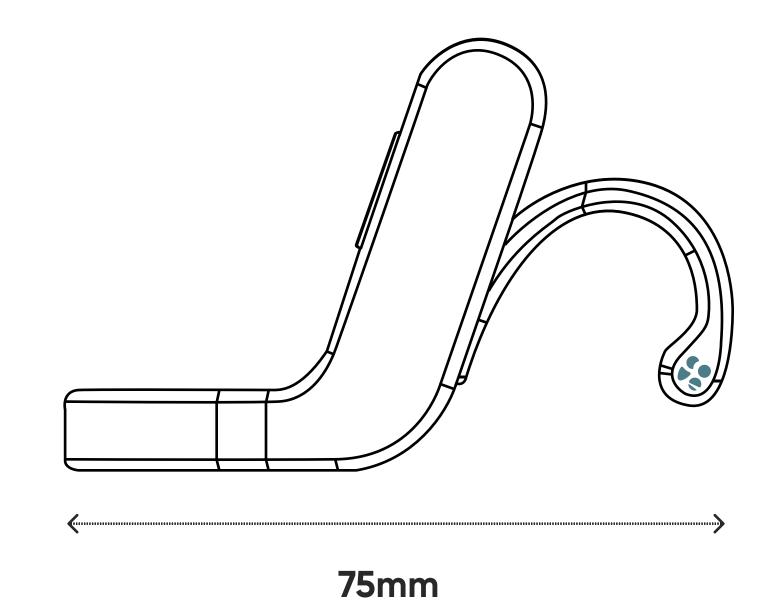
Dimensions

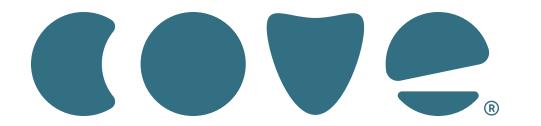
Cove measures approximately $118 \times 115 \times 75 \text{ mm}$.

Sensor and battery information

Cove includes a rechargeable lithium-ion battery.







Warranty Information

Cove purchases made through https://www.feelcove.com can be returned within 30 days of activation for a full refund. Returns must ship in their original packaging (or packed in protective packaging) and include all components and accessories. To request a refund, visit the returns portal at https://cove.returnlogic.com/.

For more information about returns, please visit our help center (https://help.feelcove.com/en/articles/3873075-return-policy).

Feelmore Labs provides a limited warranty against defects in materials and craftsmanship which occur in the first year from the purchase date. To request warranty coverage, please visit the returns portal at https://cove.returnlogic.com.

For more information about warranty coverage, please visit our help center (https://help.feelcove.com/en/articles/3873080-warranty-coverage).



Regulatory and Safety Notices

United States

FCC statement and warning

Model: CV100 FCC ID: 2AWVS-CV100 Unique Identifier: CV100 Responsible Party – U.S. Contact Information

Feelmore Labs
370 Jay St.
7th Floor
New York, NY 11201
United States
877-411-COVE

FCC Compliance Statement (for products subject to Part 15)
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
- 2. This device must accept any interference, including interference that may cause undesired operation of the device.

FCC warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.



Regulatory and Safety Notices

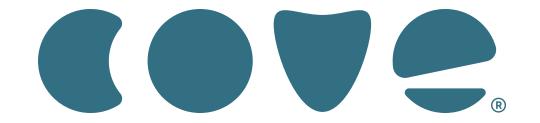
Canada

Industry Canada (IC) Statement Model/Modele: CV100 IC: 27377-CV100

IC

This device complies with Industry Canada license-exempt RSS standard(s). 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.

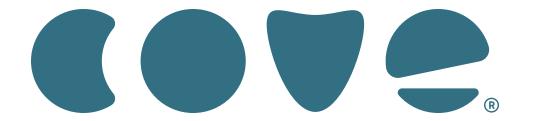
Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise aux deux conditions suivantes: (1) cet appareil ne peut pas provoquer d'interférences et (2) cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.



Disposal Information

Cove includes a rechargeable lithium-ion battery. Your municipality may have specific instructions on how to dispose of these, and other electronic components. We recommend contacting your local department of public works for more information on proper recycling of electronic components.

As a convenience, Feelmore Labs will recycle a used Cove on your behalf. Contact the Customer Success team at care@feelcove.com to request a free shipping label to return your used Cove.



Get in touch

Getting help

Answers to commonly asked questions are available on our help center.

You can contact our customer care team Monday - Friday, 9 AM - 5 PM ET with questions or for help with your Cove.

Call or Text:

877-411-Cove (2683)

General questions:

info@feelcove.com

Product support and customer service:

care@feelcove.com

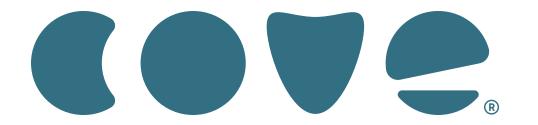
Social Media:

@feel_cove
#feelcove









Troubleshooting

Typical troubleshooting

Problem	Suggested Troubleshooting
Cove app did not send an access code.	1. Check the "spam" or "junk mail" folder for emails from " <u>noreply@feelcove.com</u> ". 2. Tap "Resend the code" on the verification page.
	Contact our <u>Customer Care team</u> if you encounter further difficulty.
Cove does not pair with the Cove app.	 Remove Cove from your list of Bluetooth device (iOS instructions, for Android the process varies by model). Launch the Cove app, and navigate to Profile -> Cove device settings. Remove Cove from your profile.
	4. Add Cove again via the Cove app.
	Go to our <u>help center</u> if you encounter further difficulty.
Cove sessions do not sync with Cove app.	 Connect Cove to the Cove app prior to your session. This allows sessions to sync automatically once complete. Connect Cove again if it powered off before the session synced.
	Contact our <u>Customer Care team</u> if you encounter further difficulty.
Cove does not charge.	 Make sure to use the charging cable included with Cove. Connect Cove to consistent power supply (use an AC adapter if possible).
	Contact our <u>Customer Care team</u> if you encounter further difficulty.
Cove does not power on.	1. Make sure Cove is fully charged before attempting to power on Cove.
	Go to our <u>help center</u> if you encounter further difficulty.

