

User Manual

Welcome to Cove

Less stress and better sleep is now within your reach. Please use this manual for instructions to get 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.

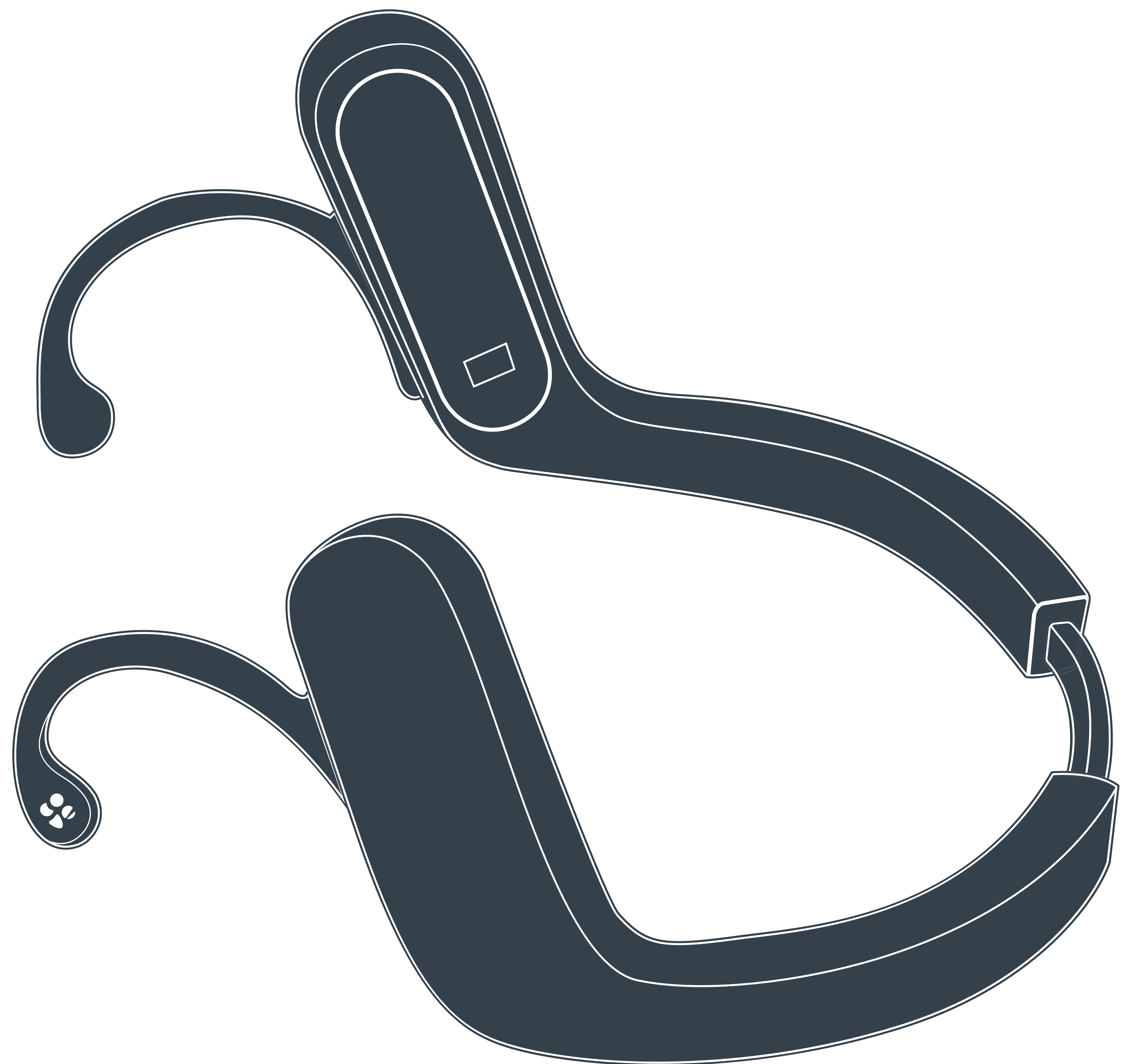
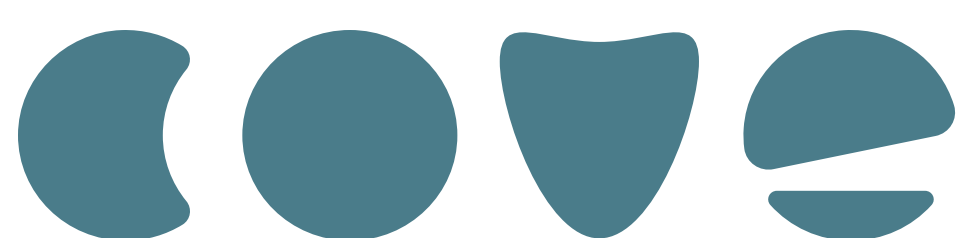
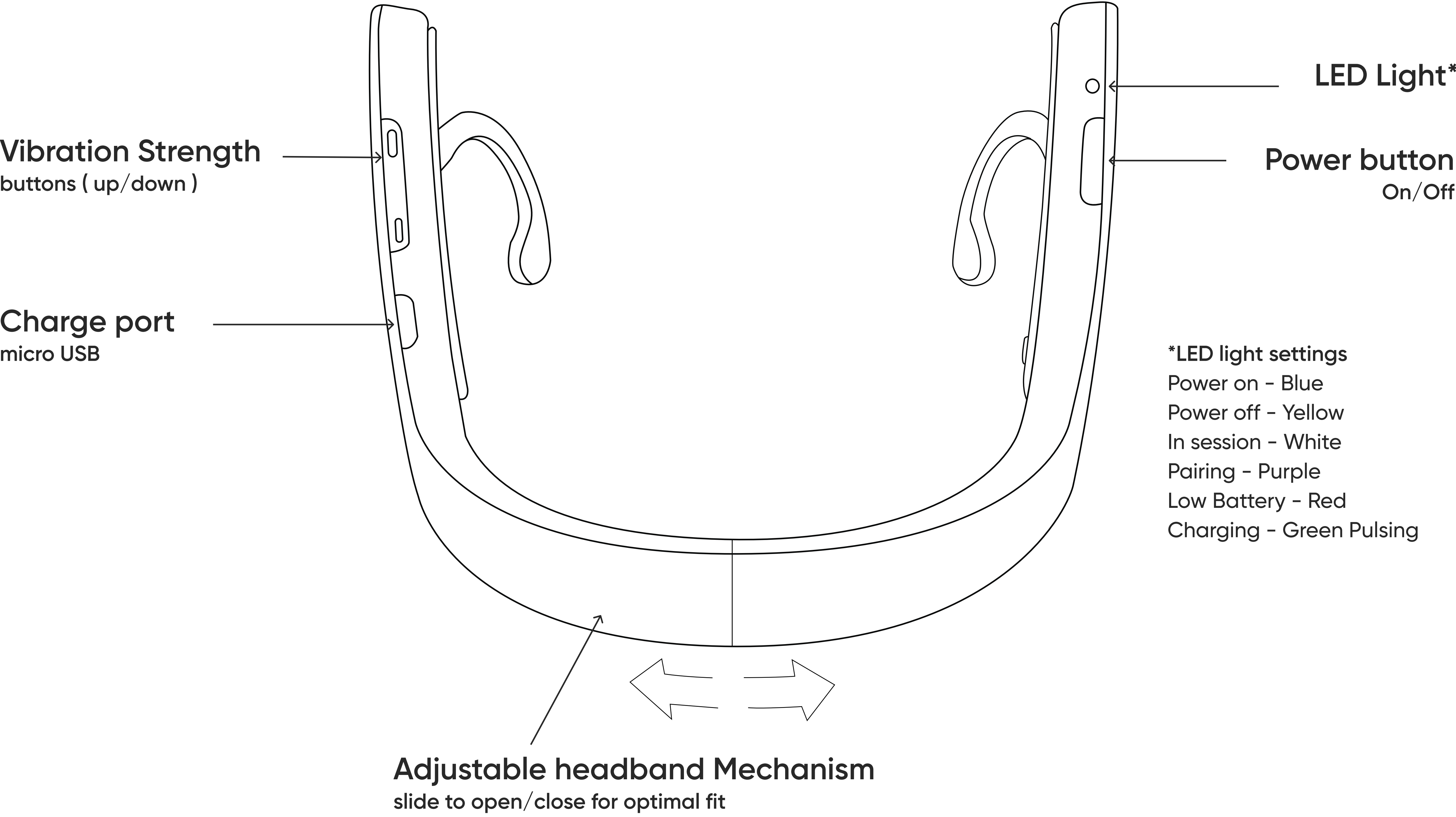


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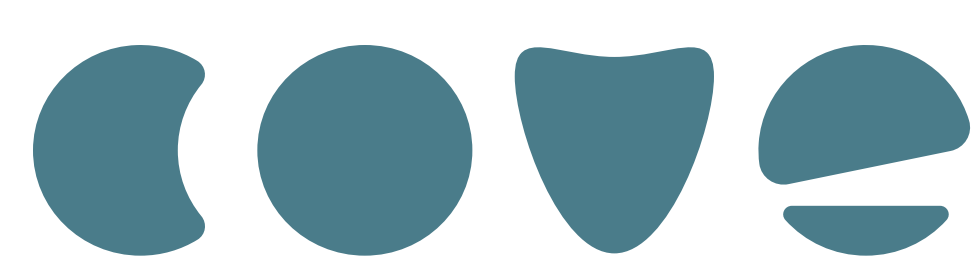
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About Cove



*To charge the device, plug the charging USB cable into a laptop or USB wall plug. Recharge between uses.



Getting Started

What's in the box?

In each Cove box you will find

- Your Cove inside its protective carrying case
- Getting started instructions
- A Micro-USB charging cable



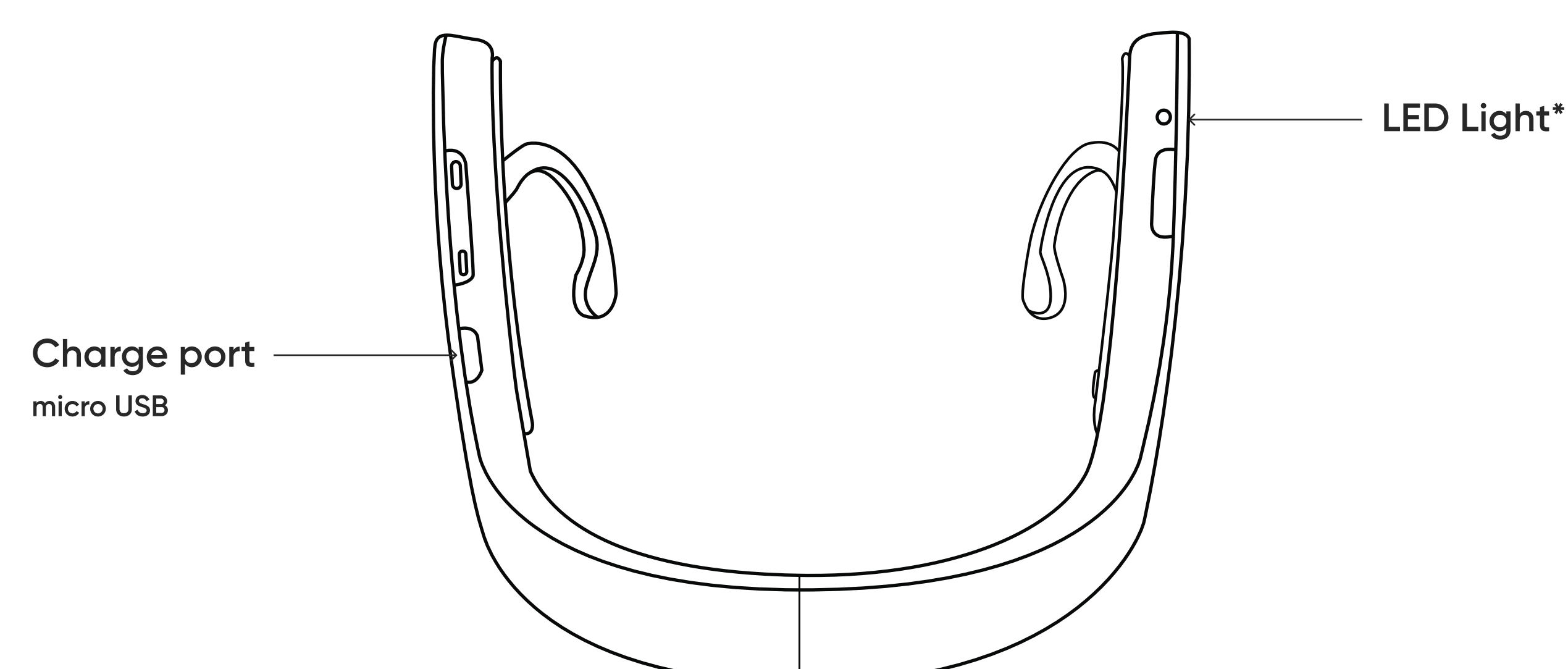
Setting up your Cove

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 stay solid green.



Getting Started

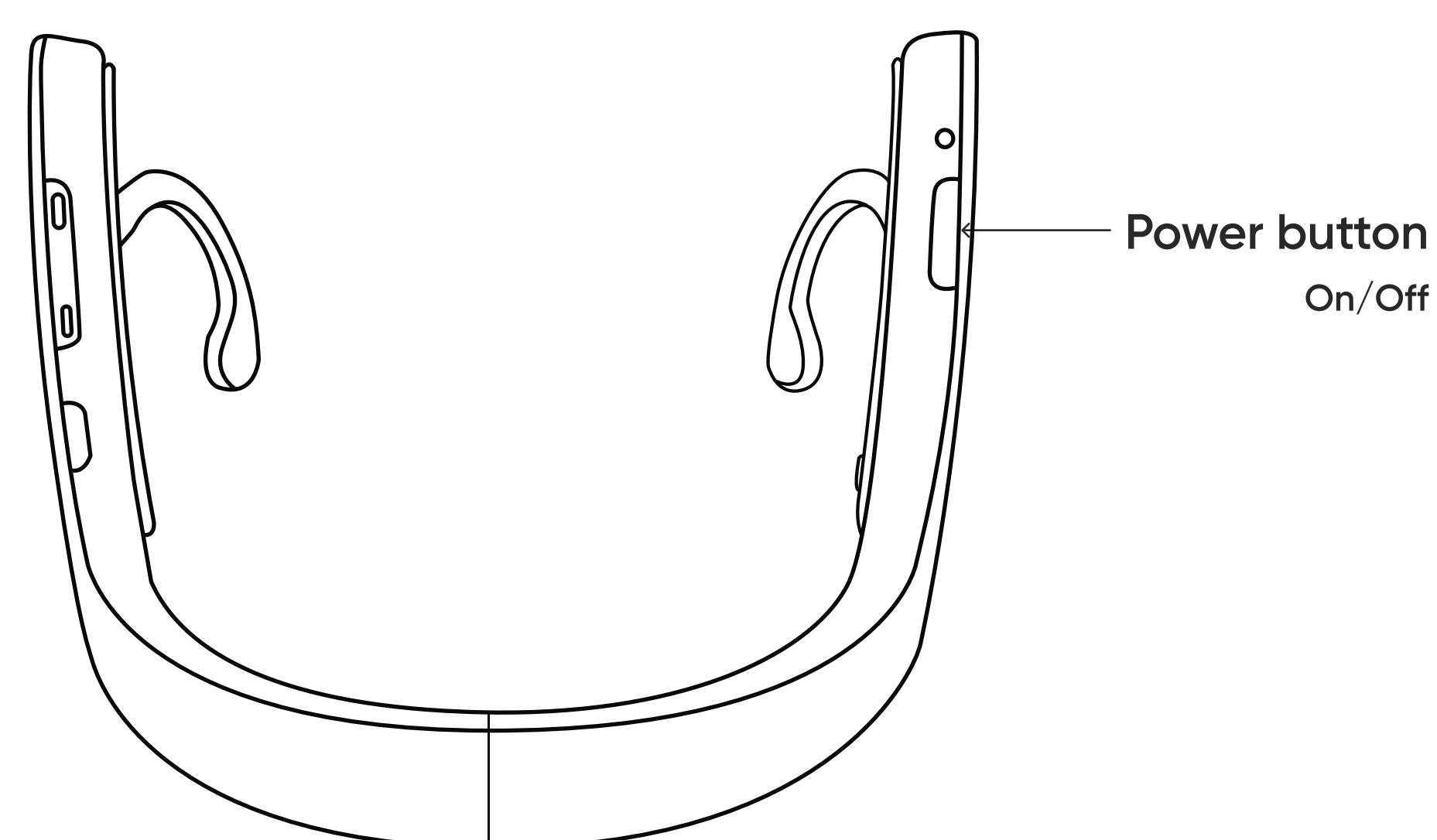
Download the Cove app

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.



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 pulsing green light indicates that Cove is on.



Pairing Cove

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

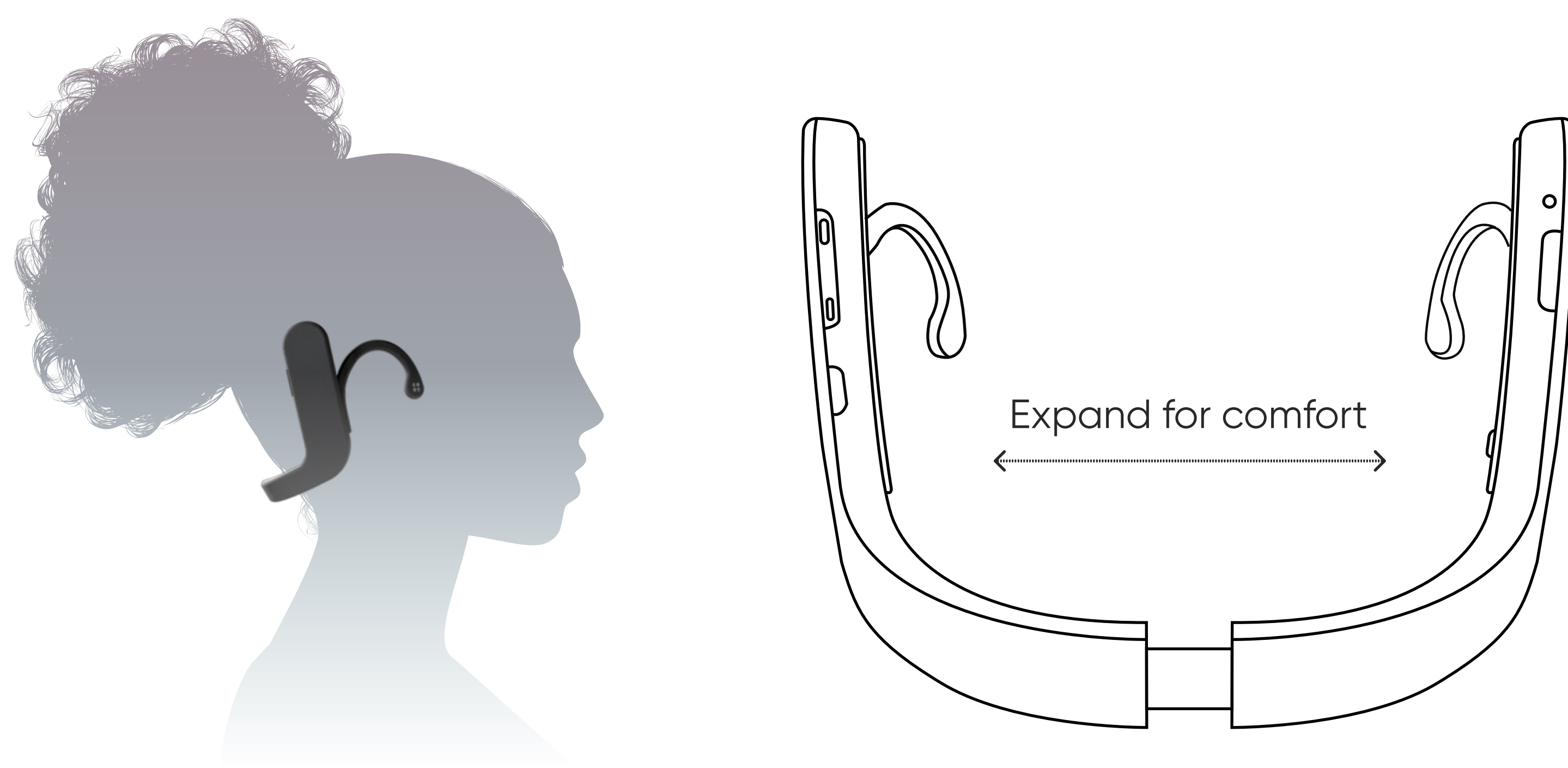
To pair Cove:

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 a green pulsing light appears.
5. Release the power button and press and hold the intensity down button (located on the left side) for at least 5 seconds until a blue light begins pulsing. 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

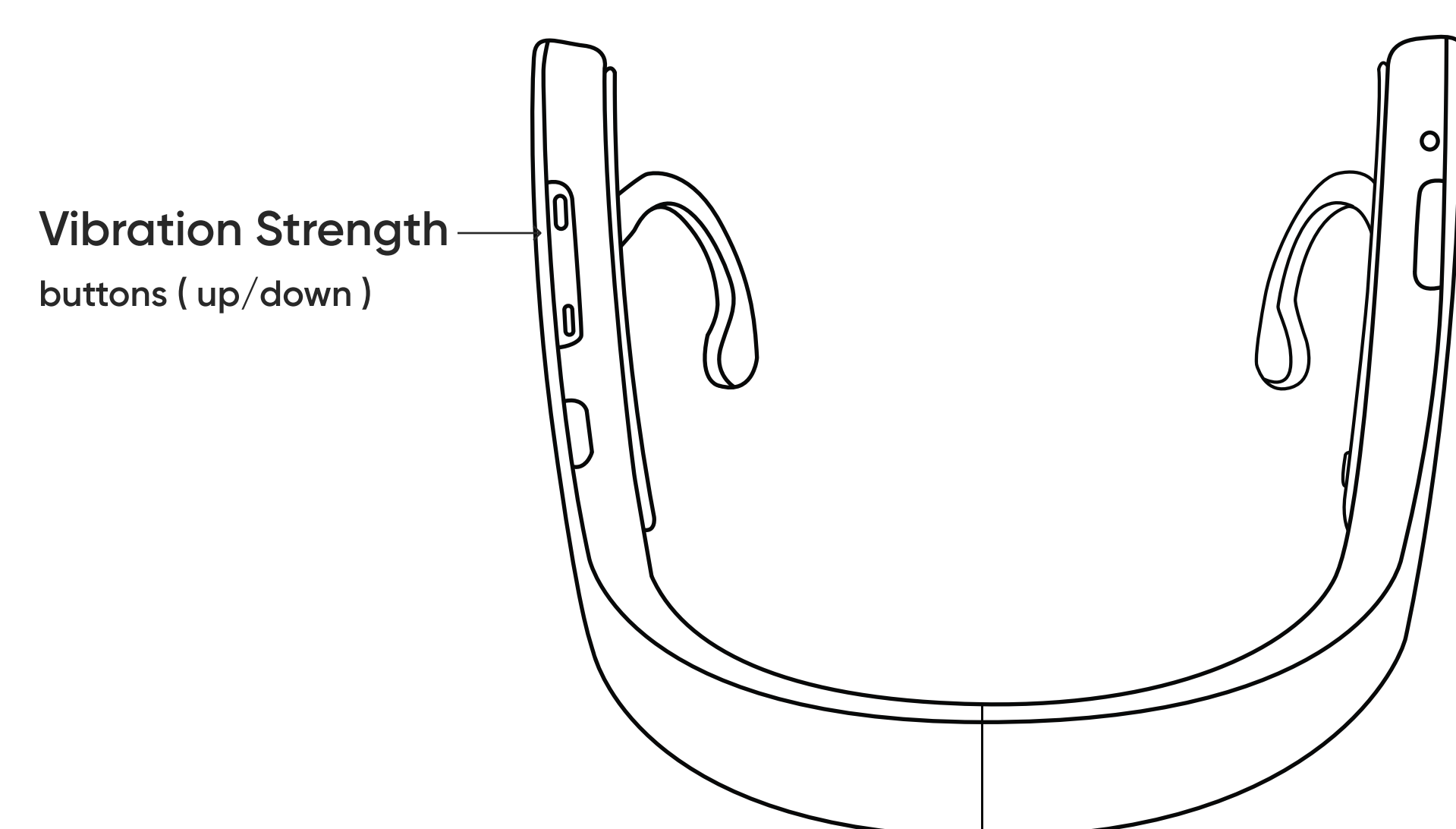
Putting on Cove

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. Adjust Cove so it fits snugly. The pads and tips of the hooks should lie flat on the skin, with any hair moved aside.



Setting the vibration level

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



Using Cove

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.

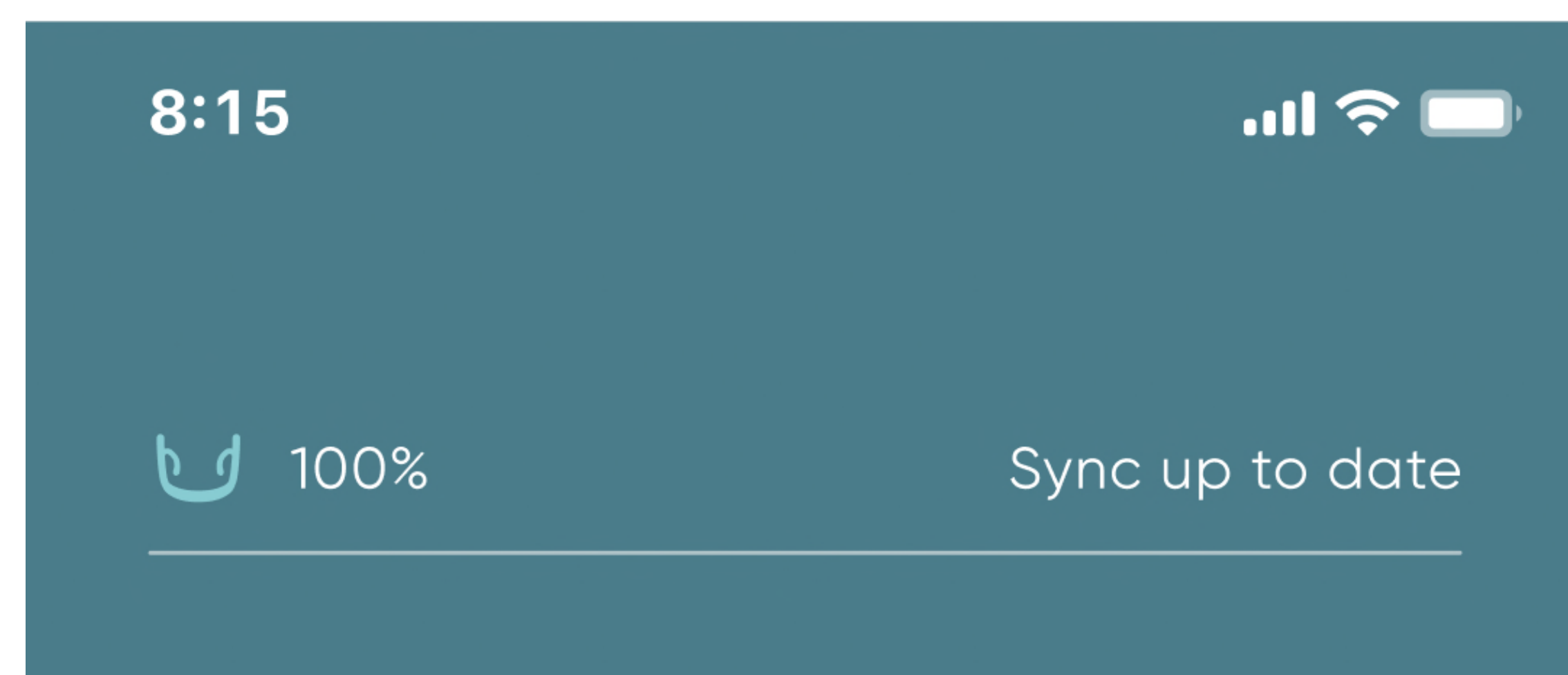
To start a session:



Syncing sessions

The Cove app provides a timeline of your Cove usage. Sessions will appear in the Cove app after they sync.

To sync sessions from Cove to the mobile app:



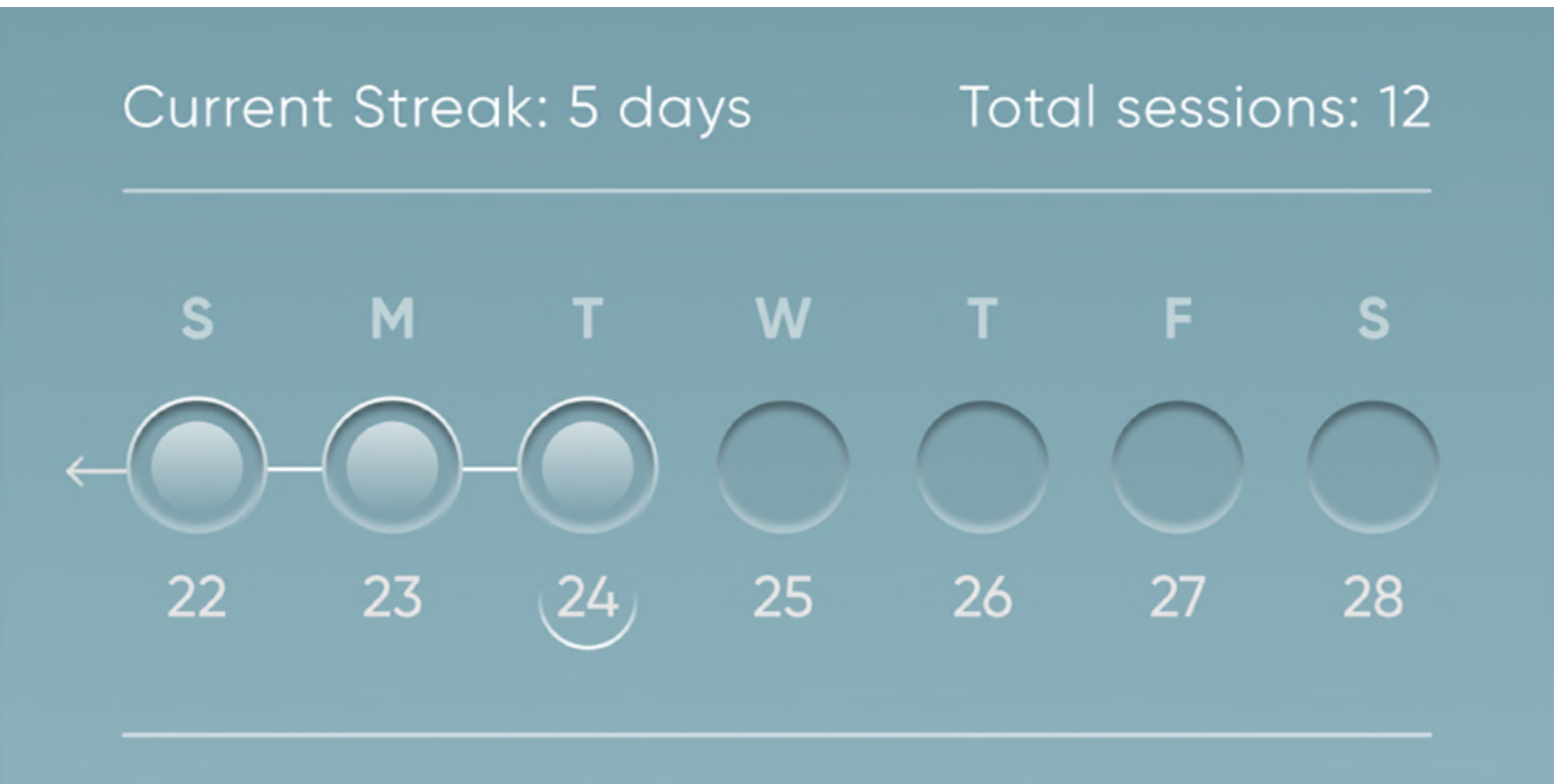
Once sessions sync to the Cove app, they are removed from the Cove device. We suggest syncing after every session.

Using Cove

Session history

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

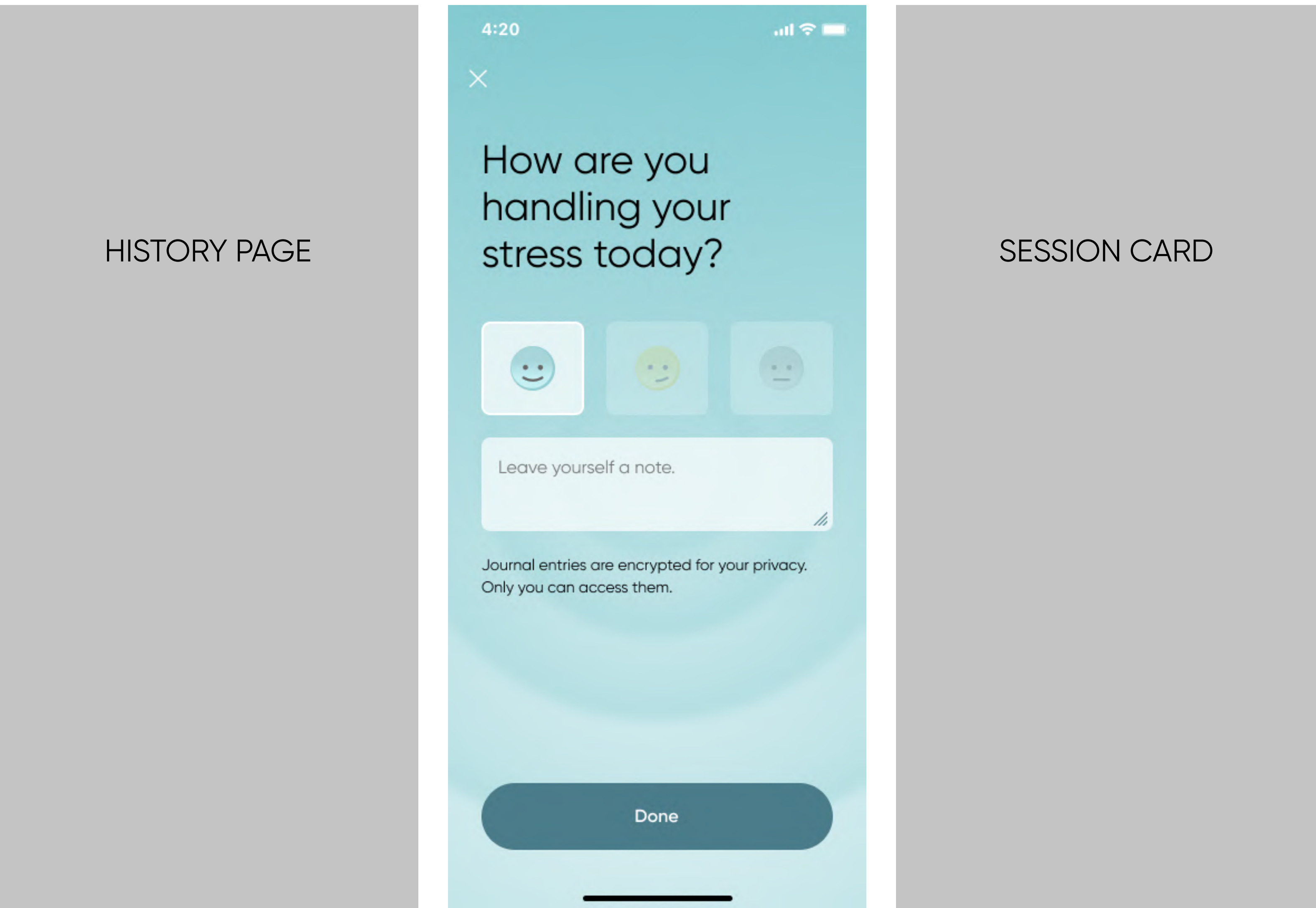
The weekly calendar displays days where sessions occurred.



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



The History tab displays a timeline of your activity, and options to rate your sleep and log your response to stress. Tap a session card in your timeline to display details about your session. Tap a prior stress log to change your rating and journal entry.

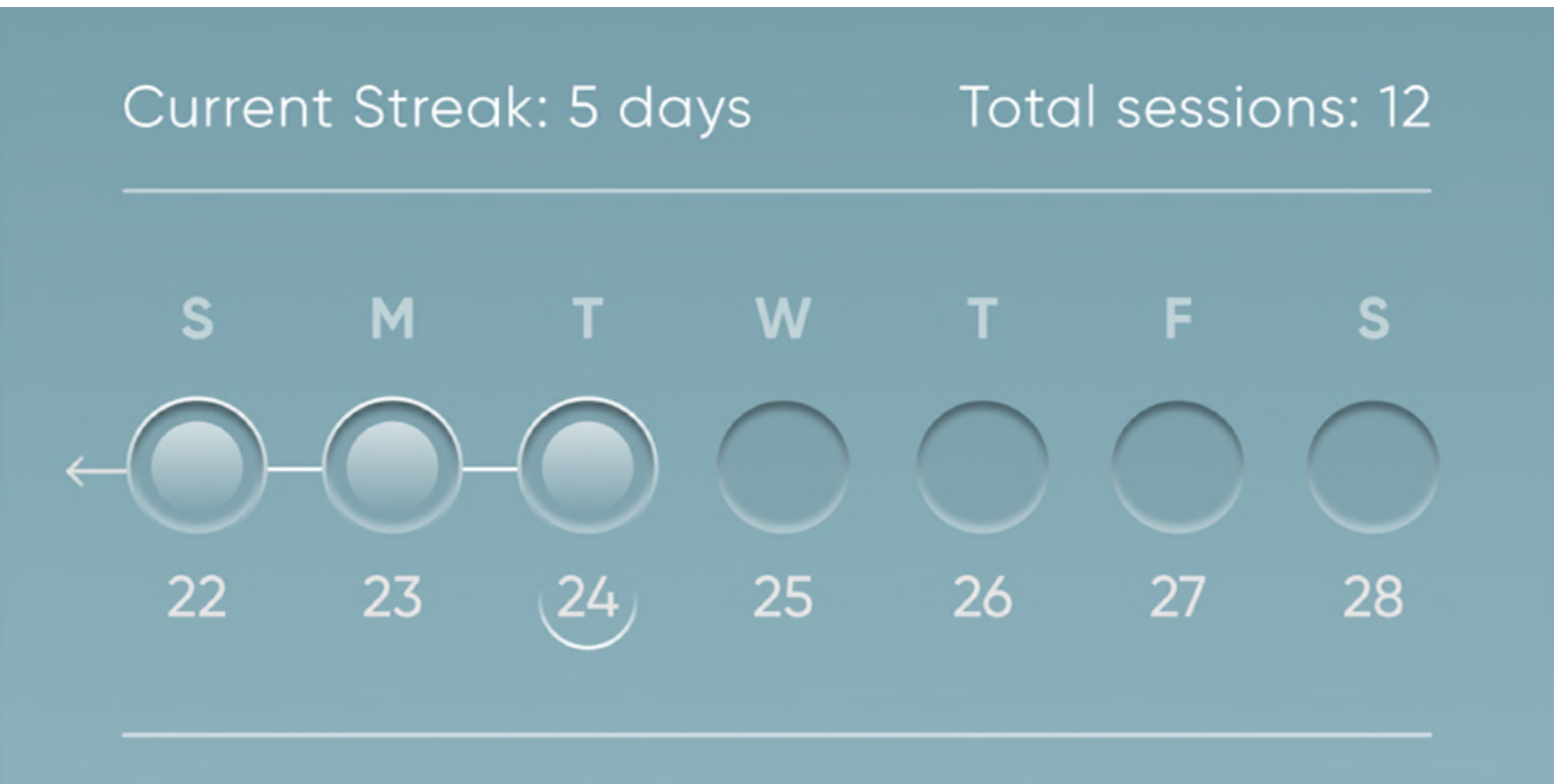


Using Cove

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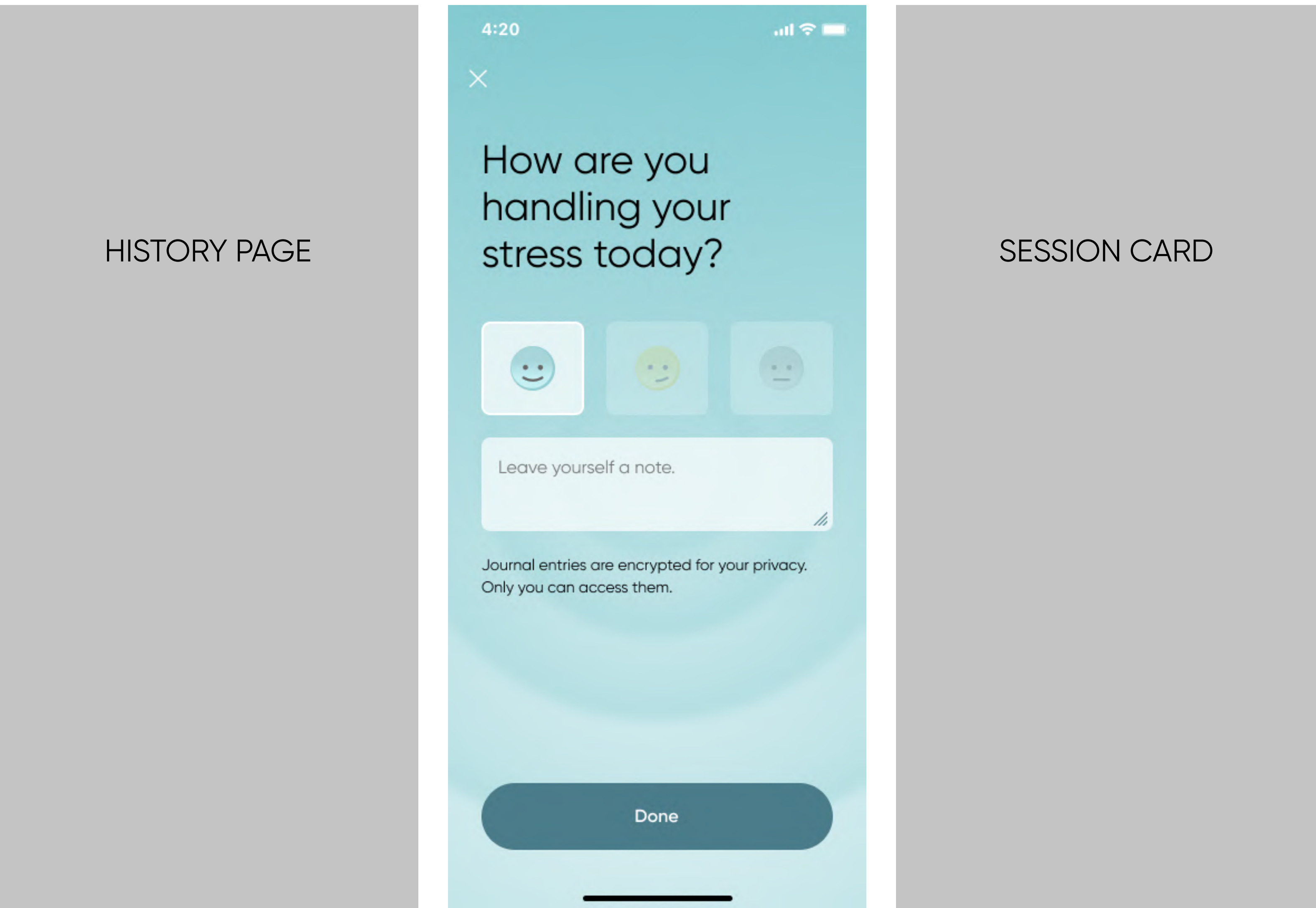
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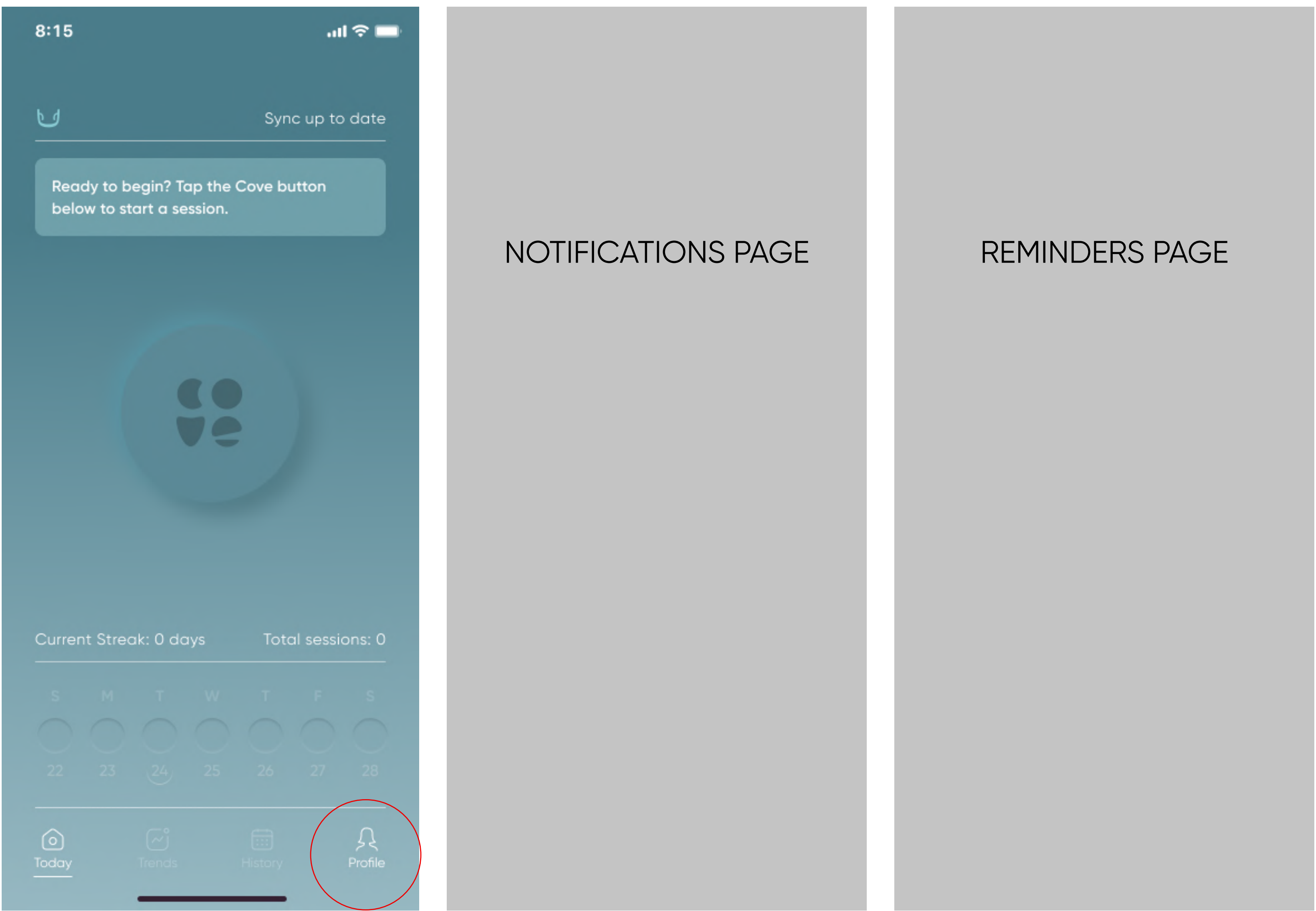
Using Cove

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.



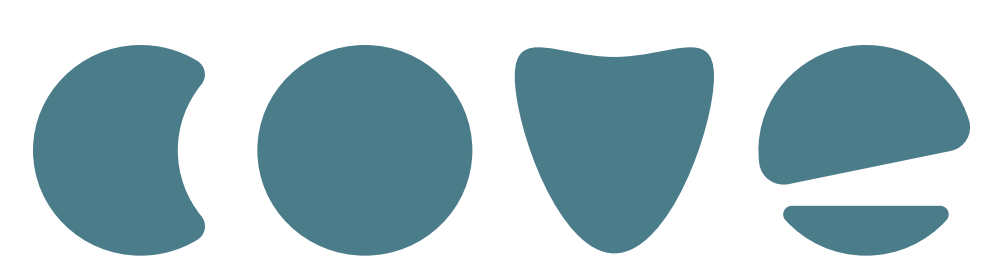
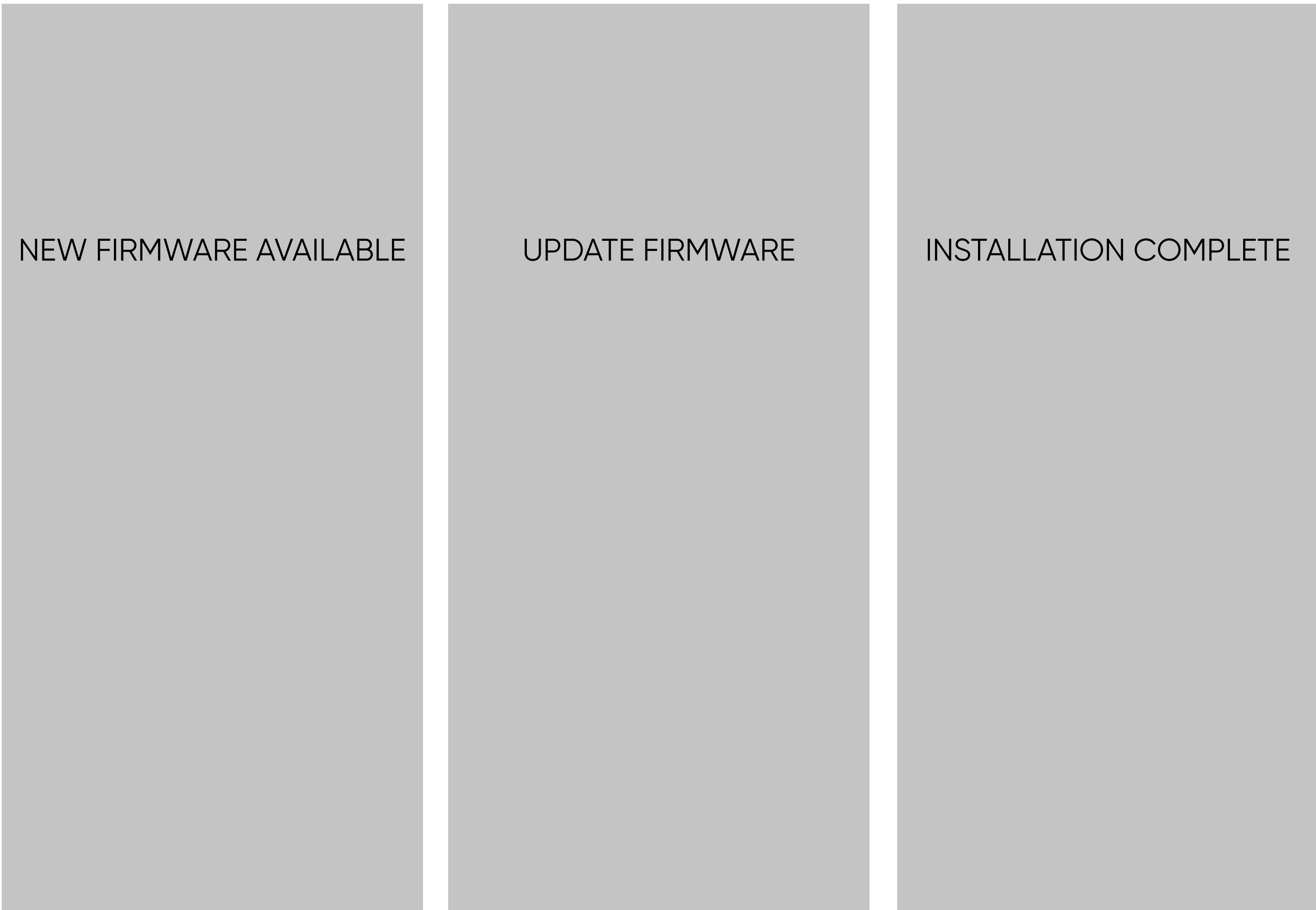
Using Cove

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.



Using Cove

Updating Cove App

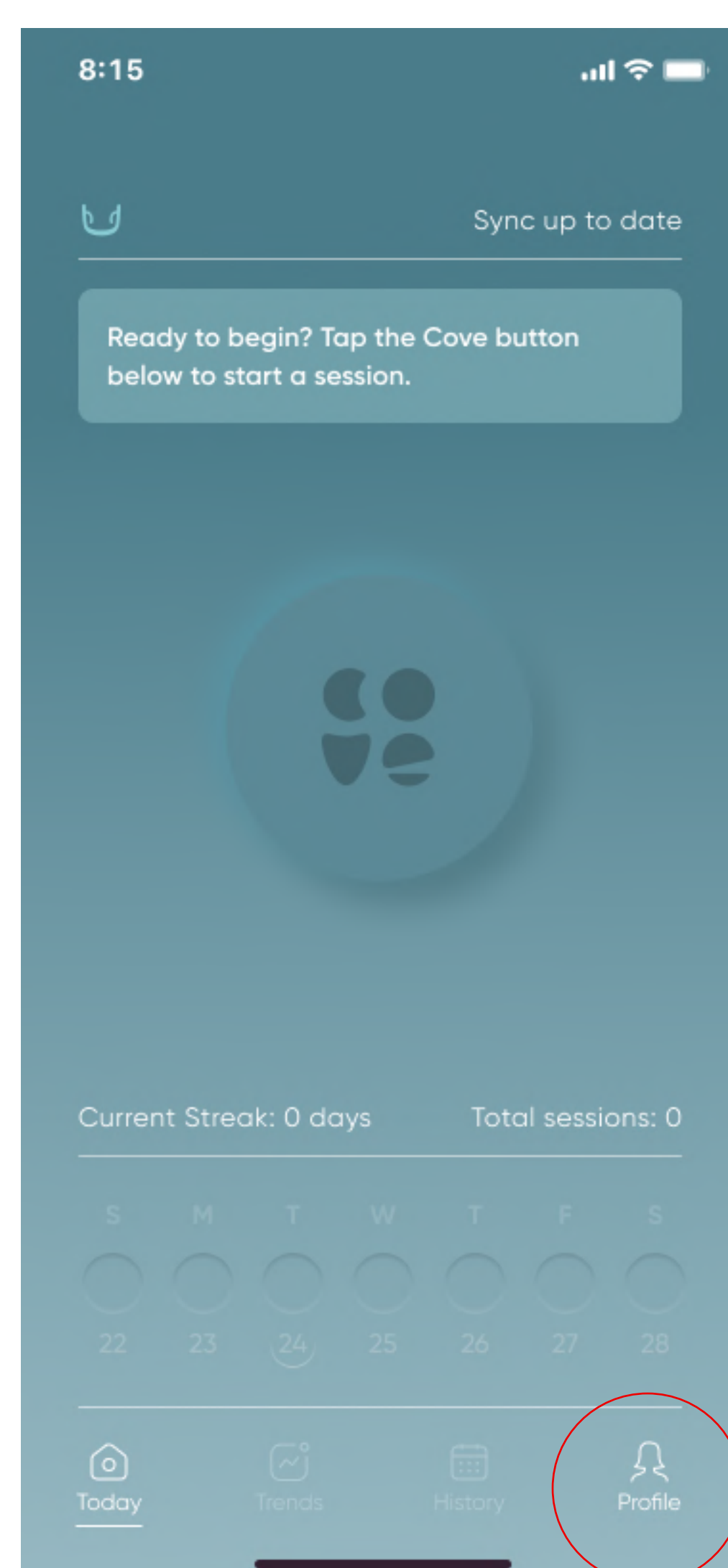
For the Cove app, if you have your mobile device set to automatically update apps, no action is needed. The Cove app will update when new versions are available. Otherwise, you will receive notifications from the Apple App Store or Google Play Store when new updates are released.

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.

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



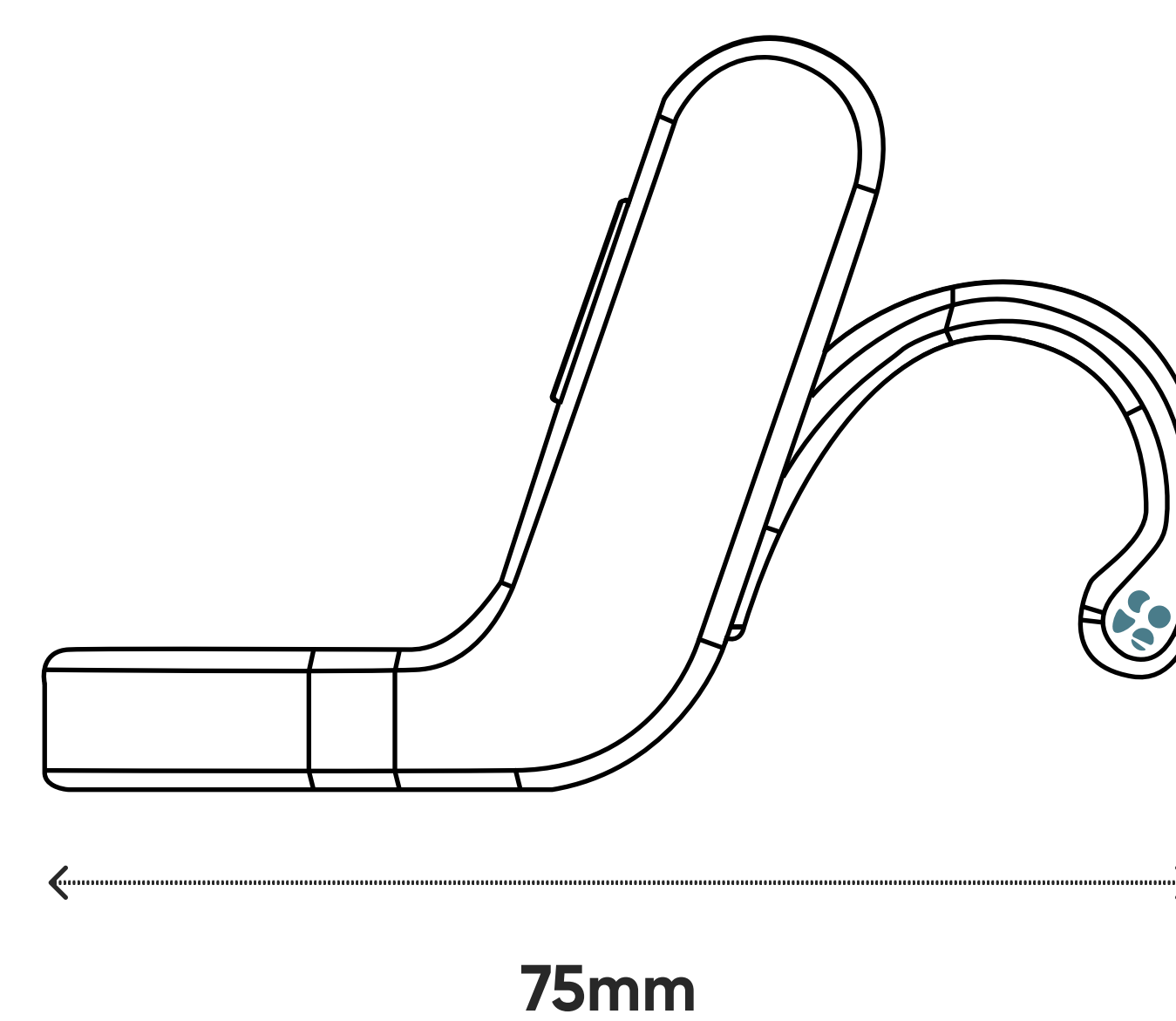
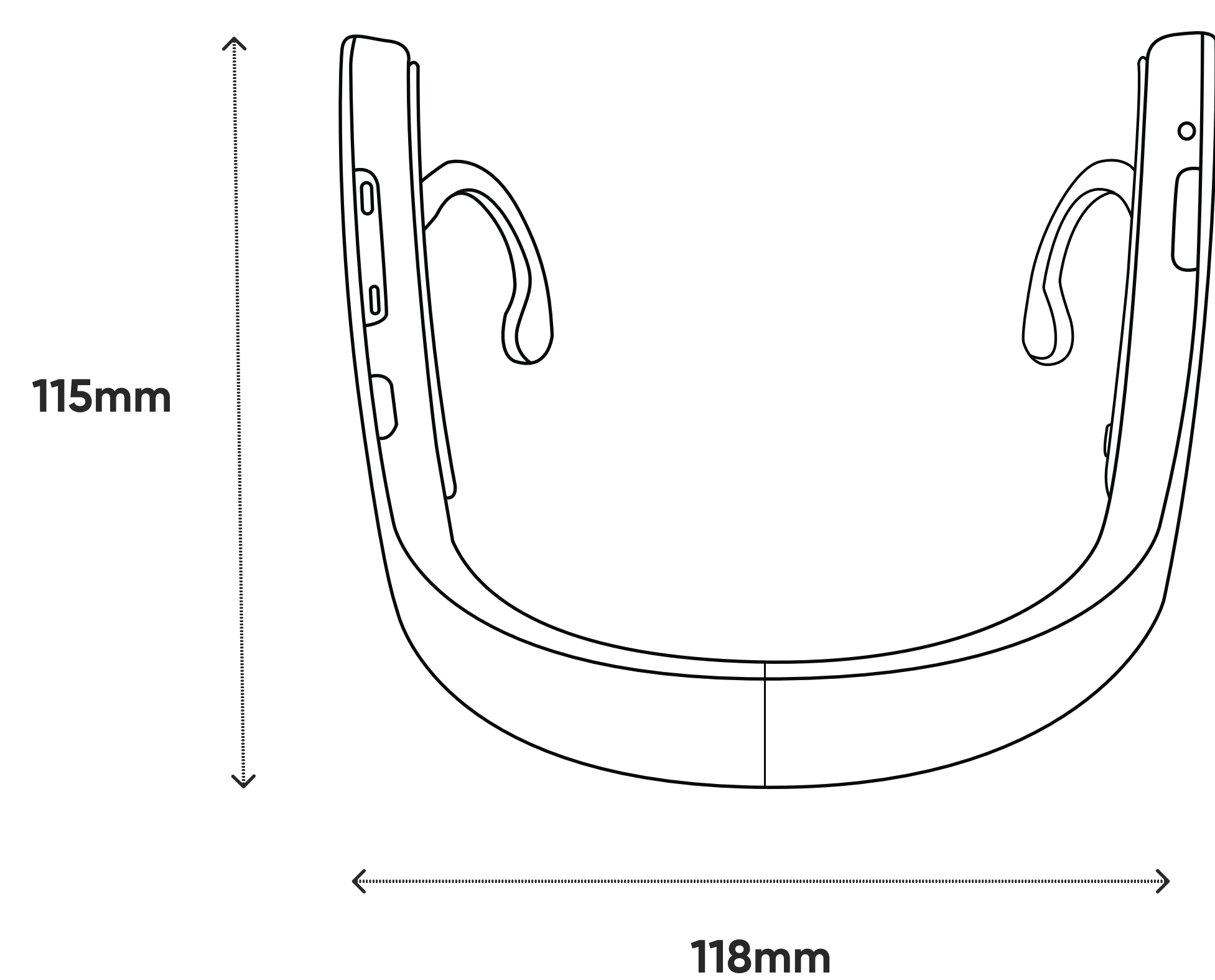
Specifications

Dimensions

Cove measures approximately 118 x 115 x 75 mm.

Sensor and battery information

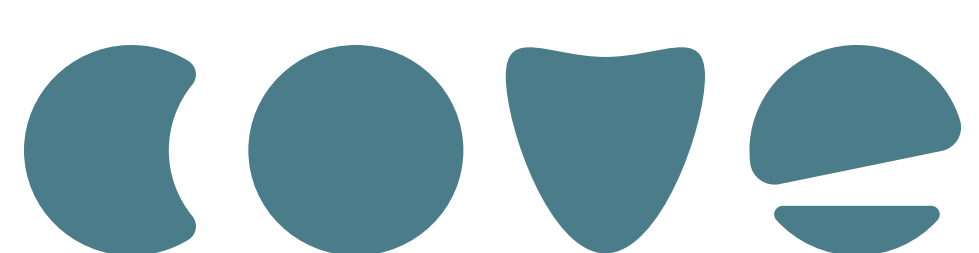
Cove includes a rechargeable lithium-ion battery.



Warranty Information

Your Cove can be returned within 30 days of purchase 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, contact Cove.

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 contact Cove.



Regulatory and Safety Notices

FCC statement and warning

Model: CV100

FCC ID: 2AWV5

Unique Identifier: 2AWV5

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.

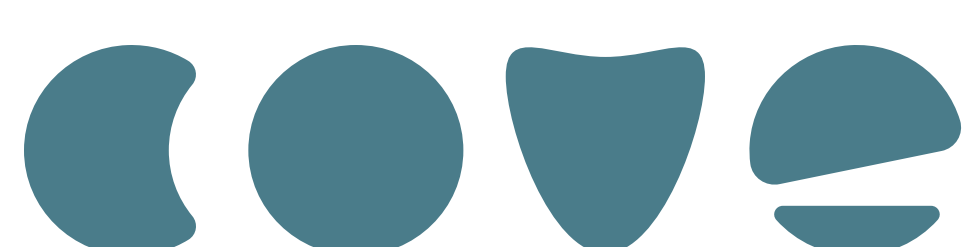
FCC warning

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.

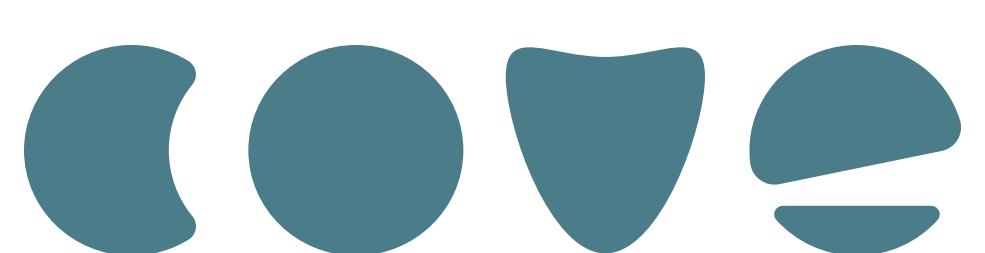
This device meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.



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 success 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

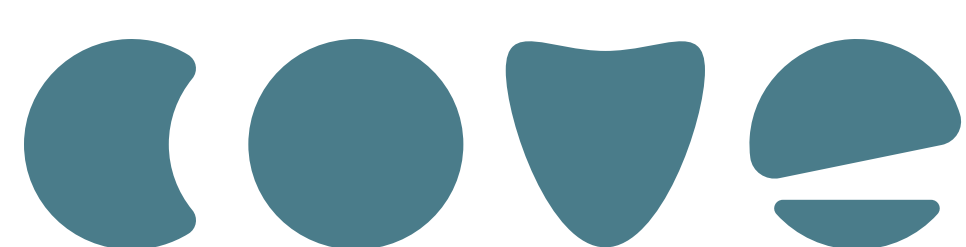
Social Media:
[@feel_cove](https://twitter.com/feel_cove)
[#feelcove](https://www.instagram.com/feelcove)



Troubleshooting

Typical troubleshooting

Problem	Suggested Troubleshooting
Cove does not pair with the Cove app.	1. Disable and re-enable Bluetooth on your mobile device. Try to connect Cove. 2. Remove any Cove devices from your Bluetooth settings. Attempt to re-pair Cove via the Cove app.
Unable to access my Cove account.	1. If you do not receive the one-time-passcode, or do not have access to the email you used to register for your account, please contact the Cove Customer Success team.
Cove sessions do not sync with Cove app.	1. Connect Cove to the Cove app prior to your session. This allows sessions to pair automatically once complete. 2. Contact the Cove Customer Success team if you encounter further difficulty.
Cove does not charge.	1. Make sure to use the charging cable included with Cove. 2. Connect Cove to a consistent power supply, and not a device like a computer (which may not provide consistent power). 3. Contact the Cove Customer Success team if you encounter further difficulty.
Cove does not power on.	1. Make sure Cove is fully charged before attempting to power on Cove. 2. Reset your Cove by holding the Power and Vibration down buttons until the red light turns off. 3. Contact the Cove Customer Success team if you encounter further difficulty.
Cove does not detect my heart rate or HRV during a session	1. Make sure Cove sits unobstructed on your head, as close to the skin as possible, with any hair moved aside. 2. Try to keep Cove as steady as possible on your head. 3. Soft reset Cove if the issue persists.



8:15



 Not set up

Set up your device to start using Cove >



Current Streak: 0 days

Total sessions: 0




Today


History


Profile