

User Manual



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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 and attach the biosensor to your dog's collar to obtain peace of mind.

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

Heyrex can be used for general wellbeing or to monitor a specific health condition such as skin conditions, joint disorders, heart conditions, obesity & weight loss, behaviour problems and much more.

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

To learn more about Heyrex please visit www.heyrex.com



Contents of the box

Complete Heyrex Biometric System

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

Heyrex Additional/Replacement Biosensor Capsule

Biosensor capsule with surround
Collar adaptor
Batteries

Heyrex Additional/Replacement Receiver

Receiver
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 movements.

When the biosensor comes within range of the receiver it will transfer its information to the receiver. The biosensor can hold up to 10 days of information in its memory. If the biosensor does get full, it will delete the oldest information to make room for the new information.

The biosensor capsule is splash resistant. It should not be submerged in water.

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.

The amount of data the receiver sends to the Heyrex servers is roughly equivalent to 7 seconds of a YouTube video per day, for each biosensor in range. The receiver can hold up to 30 days of information. If the receiver does become full it will not accept any more information until its memory is cleared.

Any biosensor can upload to any receiver. All data is sent with a dog's unique device code so that it can be identified. However, no personally identifiable information will be 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 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 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 on page 10)
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.

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. Insert the tip of a flat screwdriver and gently twist to separate the two parts.

3. Lift the white biosensor capsule from the surround.

The next step will vary depending on the model of the biosensor you have purchased.

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

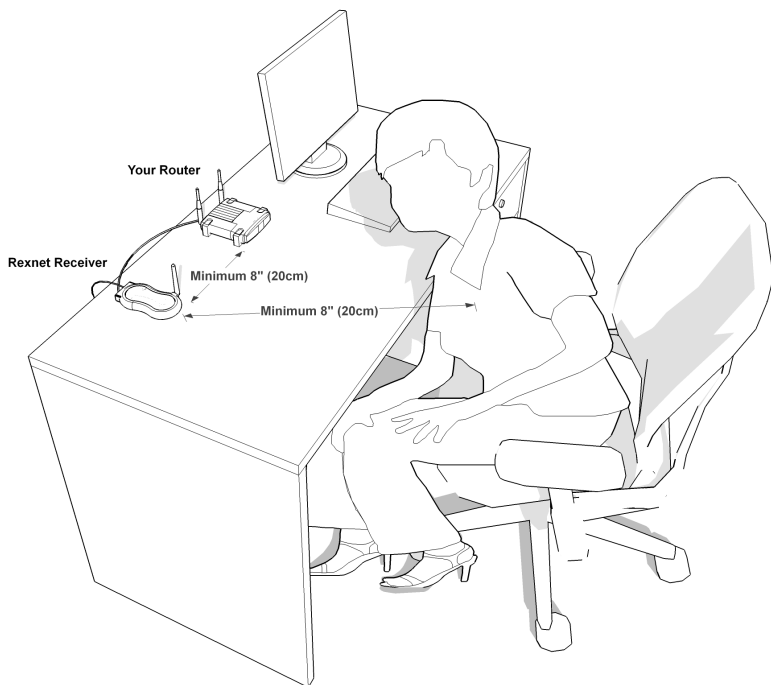
Step Five: Attach the biosensor to your dog. Ensure it is sitting under your dog's chin and that you can see the Heyrex logo up the right way.

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. The HeyrexPro plan is only available through a clinic on the list.

Step Seven: If you are leasing your Heyrex once you agree to the terms and conditions your set-up is complete. If you own your Heyrex you will be directed to a Paypal page to set up your monitoring subscription.



Setup diagram



Changing the batteries

For a video clip showing how to change the batteries please go to www.heyrex.com/support.

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

Remove the biosensor from the surround.

1. Turn the biosensor capsule and casing over so you are looking at the backside (without the Heyrex logo).
2. At the top and bottom of the casing is a small horizontal gap. Insert the tip of a flat screwdriver and gently twist to separate the two parts.
3. Lift the white biosensor capsule from the surround.

Using a small 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.

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.



Troubleshooting and support

For information on troubleshooting and for support please visit 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.

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.

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 www.fcc.gov/encyclopedia/oet-bulletins-line



FCC Warnings for Biosensor Model C6 (FCC ID: RGZ-C6)

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:

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.

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.



www.heyrex.com