

What happens with the personal information which Fitbit asked me to enter?

BioRICS Mindstretch does not use or store any personal information which Fitbit may ask you to enter on their portal or in their app.

Does BioRICS Mindstretch make use of the analyses that Fitbit supply on their app and website?

The Fitbit data on your fitness, sleep, exercise, etc. provided by the Fitbit app are entirely separate from the Mindstretch app. Mindstretch only uses the raw data of the Fitbit wearable such as heart activity and movement to calculate the Mindstretch values.

Do I need a Fitbit PREMIUM subscription to be able to monitor with Mindstretch?

To use Mindstretch, it is not necessary to take a Fitbit premium subscription. It is your own choice to do so or not.

Does the Fitbit device communicate directly with the Mindstretch app?

The Fitbit wearable does not communicate directly with the Mindstretch app. The communication goes via the Mindstretch and Fitbit clouds. Therefore, access to the internet is required.

Do I have to wear my Fitbit day and night?

Yes, it is essential to keep on monitoring day and night. Without the night measurements - sleep is an important contributor to mental recovery - it is not possible to calculate the daily balance.

My skin gets irritated from wearing the Fitbit. What do I do?

Some users develop an allergic reaction from wearing the Fitbit. Here are a few tips:

- Clean the Fitbit device and the skin regularly.
- Clean and dry your wrist and the device after doing physical activities, before putting-on the Fitbit again.
- Wear the device a little more loose when using it in daily life. Some people wear the bracelet more tight when doing sports. This is OK but not comfortable and not necessary for a 24hr monitoring.
- Order a device that consists of another material.

I am not allowed to wear a watch or bracelet at work, what can I do?

BioRICS has developed a special watch-holder which can be worn at the upper arm. The watch can be put inside and the biosignals are captured as on the wrist. Today, it is used by medical care providers in hospitals and it works well. Just get in touch in case you are interested.

My Fitbit does not measure heart rate. What do I do?

The Fitbit Inspire 2 has different options to switch off/switch on the heart rate measurements e.g.

- Clip-mode: check the settings by swiping down your Fitbit screen. Measuring heart rate is not possible when your Fitbit is clipped on a belt.
- Heart rate ON/OFF: you will find this option in the settings, when swiping down your Fitbit screen.

You can also check this video:

https://www.youtube.com/watch?v=nQg2X8_70tw&t=12s

If the above options are not applicable, you can still restart the Fitbit. See [How do I restart my Fitbit device?](#)

How often do I have to recharge the battery of the Fitbit device?

The battery of a Fitbit watch lasts for at least 7 days, which is very convenient for this type of continuous monitoring.

Can I pass-on my fitbit to another person to let him/her monitor?

You can only do so after having logged-out of the app. Smartwatches need to be put back on the factory settings and set-up again. Fitbit users need to make a new account with Fitbit or use their existing Fitbit account. Be aware that, if the new user would start monitoring under your account, the baseline won't be calculated in a correct way and the measurement results won't be correct either.

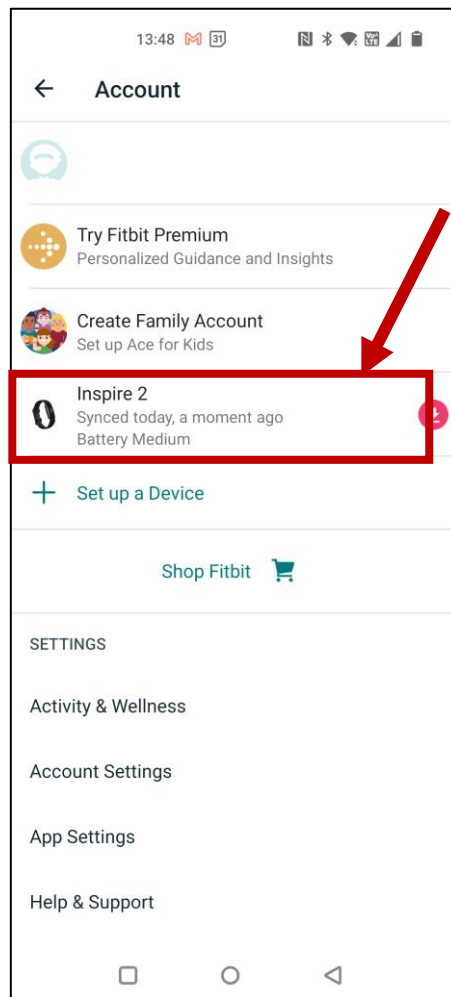
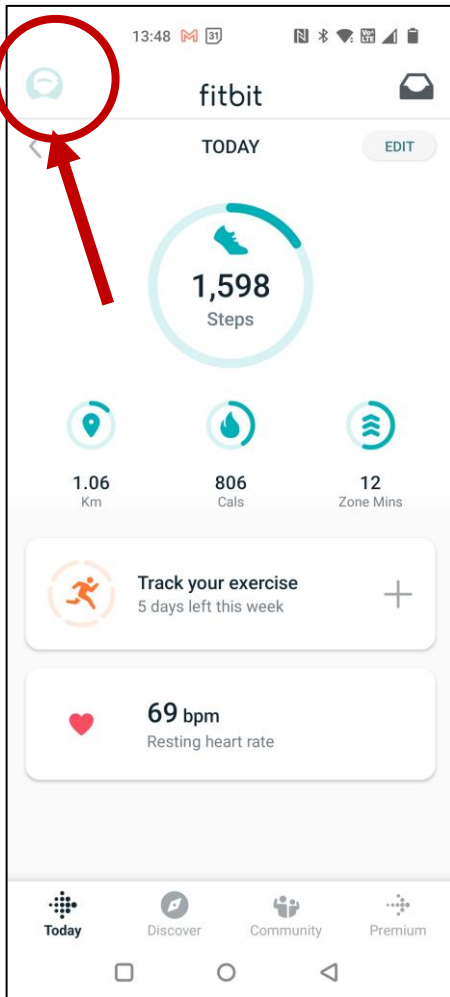
Do I have to create a new Fitbit account for Mindstretch?

If you do not have a Fitbit account, then you should indeed create one. If you do already have a Fitbit account, you can use this account for Mindstretch.

Note: please make sure that the Fitbit watch you will be wearing is linked to this Fitbit account **before** use with Mindstretch. You can only link a Fitbit watch to one Fitbit account at a time.

What do I have to do when I have multiple Fitbit accounts?

You can link only one Fitbit account to Mindstretch. This must then be the Fitbit account to which the Fitbit watch that is being worn is linked. You can check this in the Fitbit app by clicking on the icon in the top left corner:



I have linked the wrong Fitbit account to Mindstretch. What do I have to do now?

There are 2 possibilities:

1. You now pair the Fitbit watch to the Fitbit account that is connected to Mindstretch, or
2. You contact support@biorics.com and ask to undo the pairing. Then, in the Mindstretch app, you are prompted to reconnect to your Fitbit account and this time you link to the correct Fitbit account.