



USER MANUAL

SUPPORT

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**THE WAVE PLATFORM ALLOWS
YOU TO SEAMLESSLY REORDER
YOUR FAVORITE PRODUCTS
BASED ON USAGE.**



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A person is holding a black smartphone in their left hand. The phone screen displays the WQVE app interface, which includes the station's logo at the top, a background image of a modern office interior, and a yellow button labeled 'Login with Amazon'. At the bottom of the screen, there is a link for 'Conditions of Use Privacy Policy'. The person's right hand is holding a black pen over an open spiral notebook. In the background, a silver laptop is open on a desk, and a white bowl containing orange and yellow fruit is visible. The entire scene is overlaid with a semi-transparent dark blue filter.

**EMPOWERING YOUR FAVORITE PRODUCTS
TO BE SMARTER THAN EVER**

MOBILE APP INSTALLATION & DEVICE SETUP

- 1.01 MOBILE APP INSTALLATION
- 1.02 ON-BOARDING DEVICES

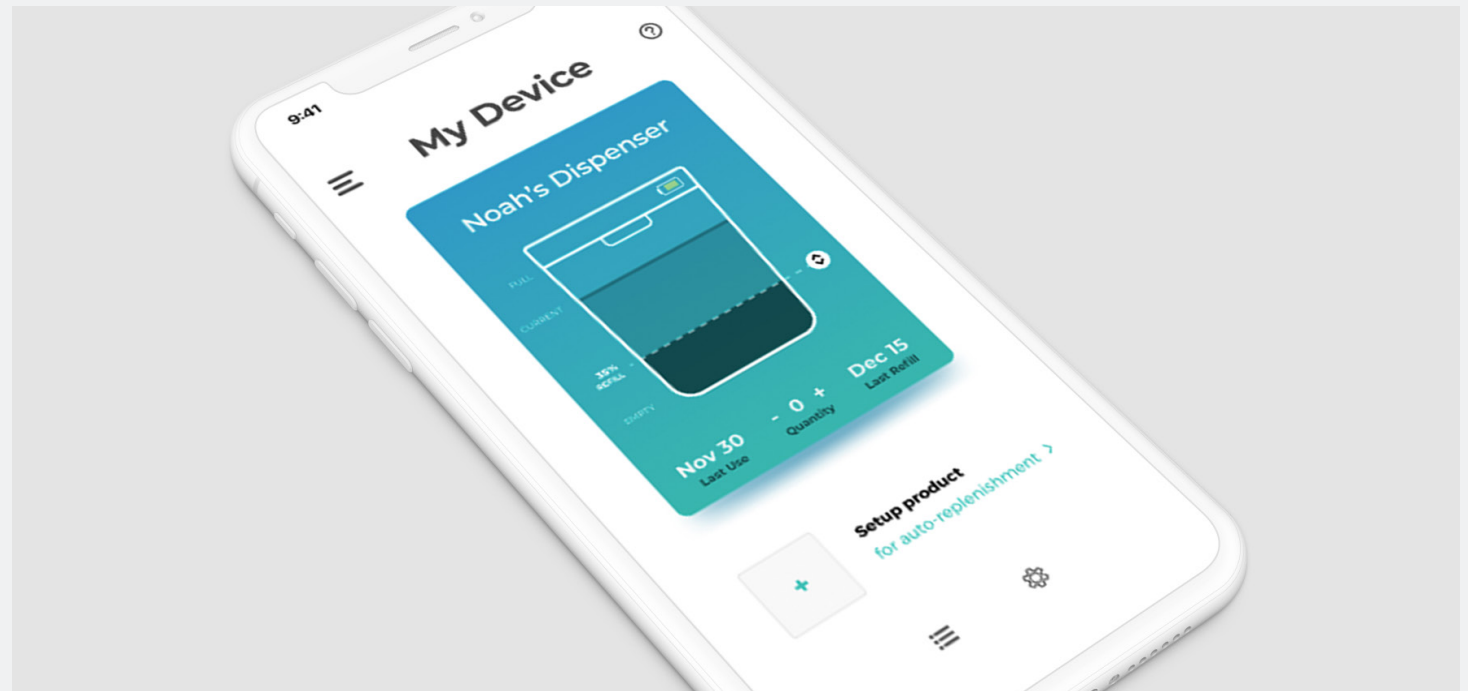


1.01

APP INSTALLATION

INSTALLING THE WAVE MOBILE APP

To get started using the Wave ecosystem, please install the Wave app on your mobile phone. We have sent the information to install to your email address. Check your junk folder if you have not received instructions, please submit a request on our support portal (jabilwave.zendesk.com) if you need to be sent a new link.



TESTFLIGHT FOR iOS

If you have an Apple device, please use the TestFlight installation steps provided to your email address.

APP CENTER TEAM FOR ANDROID

If you have an Android device, please use the App Center installation steps provided to your email address.

1.02

ON-BOARDING NEW DEVICES

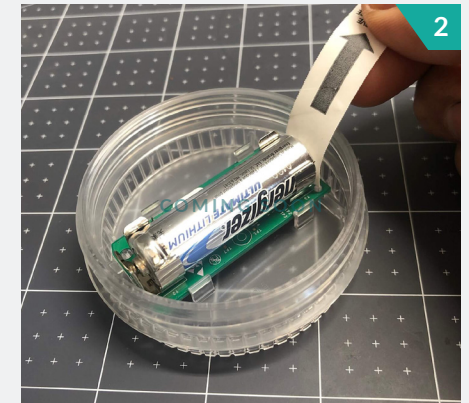
To keep things simple, the Wave mobile app will guide you through the process to pair the app with your new product's device.

Please insert batteries into your device before you attempt to go through the on-boarding process.

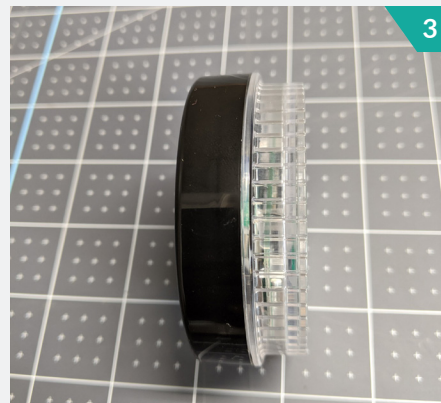
ON-BOARDING DEVICES



REMOVE THE DEVICE FROM PACKAGING AND UNSCREW LID



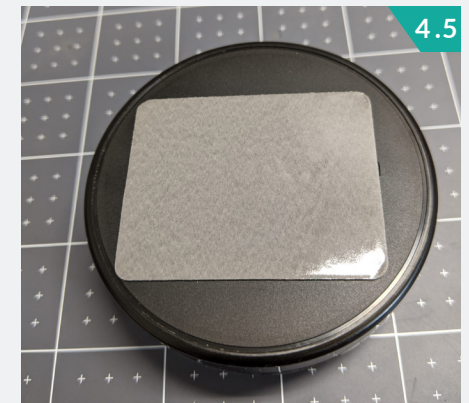
REMOVE BATTERY PULL TAB FULLY FROM THE DEVICE



SCREW CAP BACK ON DEVICE AND ENSURE THE LID IS FULLY SEATED TO THE BASE



REMOVE RED FILM ON DOUBLE SIDED TAPE TO EXPOSE ADHESIVE

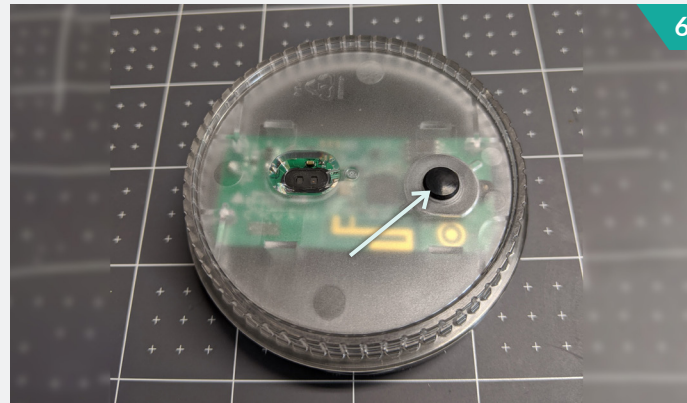


1.02

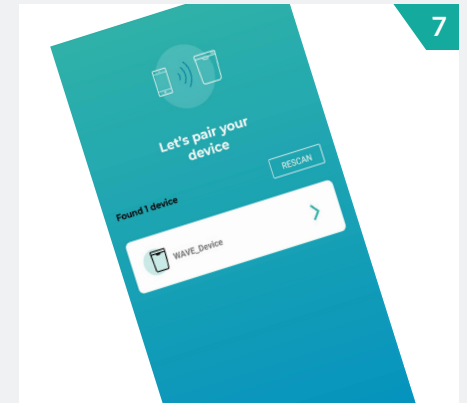
ON-BOARDING DEVICES



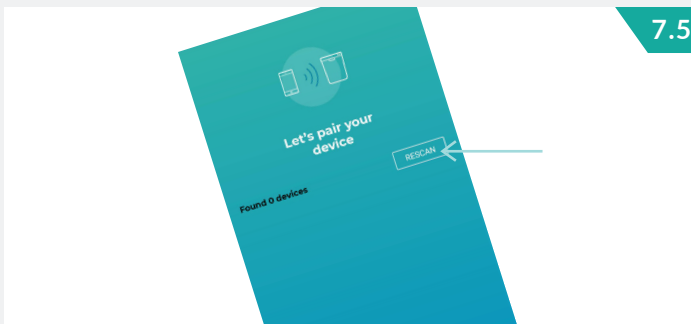
PREPARE YOUR BIN FOR THE DEVICE TO BE ADHERED TO THE INSIDE OF THE LID. WIPE DOWN LID OF DEBRIS TO ENSURE PROPER ADHESION OF THE DEVICE TO YOUR BIN. BE SURE TO STICK THE DEVICE IN THE MIDDLE OF THE LID.



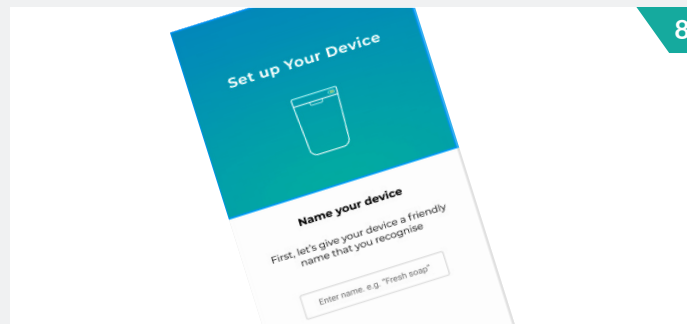
PRESS THE RESET BUTTON ON THE DEVICE AND CLOSE THE LID OF YOUR BIN



LAUNCH THE WAVE APPLICATION - IT WILL BEGIN SEARCHING FOR YOUR DEVICE OVER BLUETOOTH AND YOU WILL SEE WAVE_DEVICE POP UP AS A SELECTION



IF THE WAVE APP DOES NOT FIND THE DEVICE, PRESS THE RESET BUTTON ON THE DEVICE AND TAP 'RESCAN' ON THE MOBILE APP TO TRY AGAIN



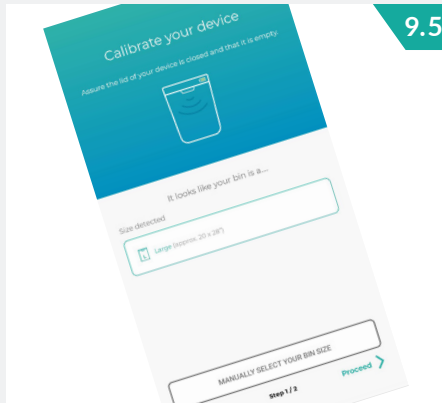
GIVE YOUR DEVICE A NICKNAME



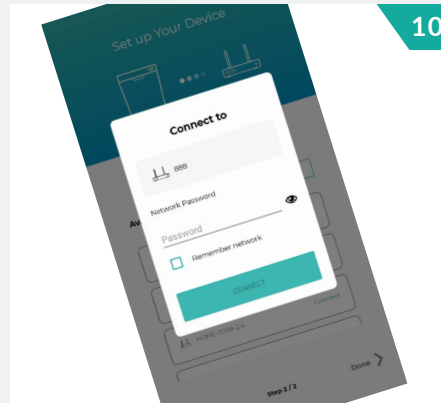
YOUR DEVICE WILL NOW CALIBRATE TO YOUR EMPTY BIN BASED ON ITS HEIGHT

1.02

ON-BOARDING DEVICES



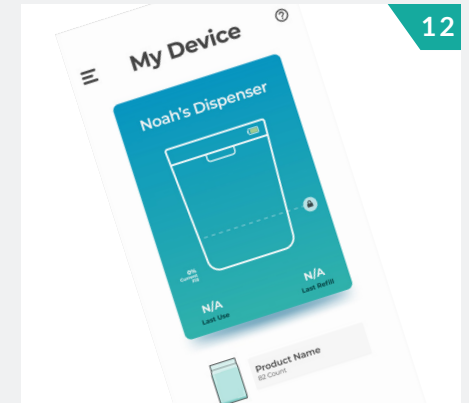
YOU DO NOT HAVE TO EMPTY YOUR BIN FOR CALIBRATION, YOU CAN MANUALLY SELECT YOUR BIN'S SIZE VIA THE BUTTON ON THE BOOM OF THE SCREEN.



CONNECT TO YOUR LOCAL WIFI NETWORK, SO THAT YOUR DEVICE CAN CONNECT TO THE INTERNET



YOU WILL THEN BE GUIDED THROUGH THE FULFILLMENT PARTNER'S PRODUCT SELECTION PROCESS.



IF YOU HAVE ON-BOARDED AN EMPTY BIN, PLEASE FILL YOUR BIN WITH PRODUCT WITHIN THE NEXT HOUR. THE FILL LEVEL IN THE APP WILL UPDATE WITHIN 24 HOURS.

GETTING TO KNOW THE WAVE MOBILE APP



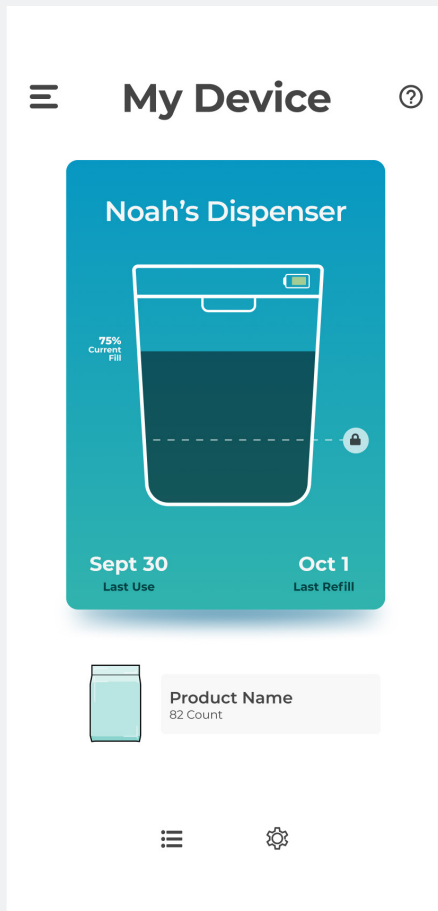
MOBILE APP OVERVIEW

2.01 OVERVIEW



2.02

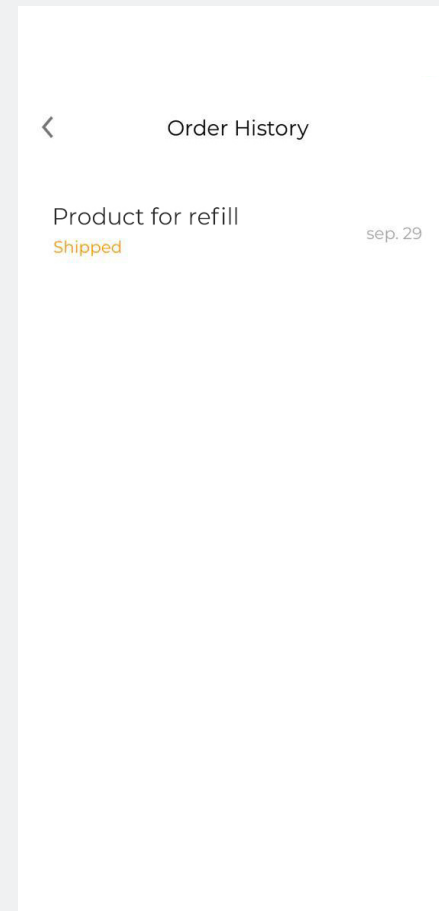
MOBILE APP OVERVIEW



MY DEVICE SCREEN

The 'My Device' screen provides you a quick view of your current bin's information.

Please note – the default re-order threshold is set at 20%, you can change it to your preference by long pressing the lock icon and the end of the handle.



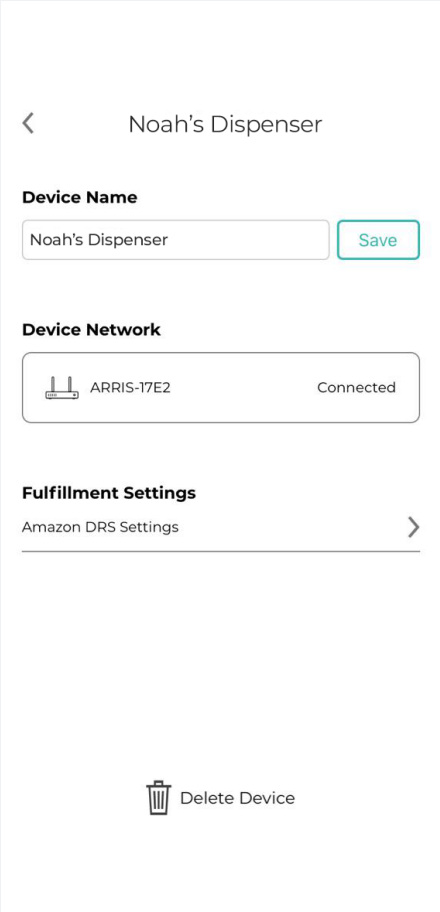
MY ORDERS SCREEN

The 'My Orders' screen shows you the most recent orders placed by for your bin.

Please note – once your threshold is passed, your order will be placed. Once the refill has been shipped, it will display accordingly.

2.02

MOBILE APP OVERVIEW



DEVICE SETTINGS SCREEN

You can change your device's nickname and link to your *Amazon settings* from the 'Device Settings' screen.

A photograph of two women sitting at a table, engaged in a conversation. The woman on the left has dark hair and is wearing a grey turtleneck sweater, holding a white coffee cup and a pen. The woman on the right has blonde hair and is wearing a white shirt with a dark vest, gesturing with her hand while holding a pen. They are surrounded by papers and notebooks on the table. The image has a semi-transparent dark overlay.

UNDERSTANDING WHAT THE WAVE PLATFORM CAN DO FOR YOU

FREQUENTLY ASKED QUESTIONS

2.01 FAQ'S



3.01

1. WAVE CONSUMER SOFTWARE PLATFORM

HOW DOES THE WAVE AUTO-REPLENISHMENT SOLUTION WORK?

The Wave auto-replenishment solution gives consumers the ability to automatically reorder and receive their favorite products before they run out of them. Users set a replenishment threshold via the Wave mobile app to automatically order more of their favorite product from an approved fulfillment provider.

2. CONNECTED DEVICES

HOW DO I PAIR MY CONNECTED DEVICE WITH MY PHONE?

The Wave mobile app will guide you through the steps of pairing your connected device to your phone. If your device fails to pair initially, it is best to quit the application and restart the pairing process.

CAN I FILL MY CONNECTED DEVICE WITH A DIFFERENT PRODUCT FROM MY ORIGINAL PURCHASE?

Yes, you can fill your device with any of the approved products from the respective brand family and device type. To do this, simply change the product in the 'Device Settings' page inside the Wave mobile app. Just tap on the DRS settings list item to get started.

FREQUENTLY ASKED QUESTIONS

HOW SHOULD I CLEAN MY CONNECTED DEVICE?

If your connected device becomes dirty we recommended you dampen a washcloth with water and gently wipe away any debris or residue. Do not submerge or spray your device with cleaning products.

WILL THE CONNECTED DEVICE REQUIRE WIFI TO WORK?

Yes, the connected device requires WiFi connectivity for the product to work as intended. Maintaining a constant connection to the Internet ensures that your device accurately accounts for all user activity and can effectively communicate with the Wave mobile app.

WILL I BE NOTIFIED IF MY CONNECTED DEVICE RUNS LOW ON PRODUCT?

Yes, the Wave mobile app will notify you when the remaining product amount comes within 10% of its established reorder threshold. For example, if your reorder threshold is set at 20%, you will receive a "You're Almost Out" notification when you only have 30% of product remaining inside the device.

3.01

FREQUENTLY ASKED QUESTIONS

3. WAVE MOBILE APPLICATION

DOES THE WAVE APP USE BLUETOOTH?

Yes, the Wave app utilizes Bluetooth to pair the connected device to the Wave mobile app.

IS MY PHONE SUPPORTED?

The Wave mobile app is supported on the following platforms:

- iOS 11 and newer (iPhone only)

- Android 8

- Android 9.8

- Android 10.0

I HAVE A SHARED AMAZON FAMILY ACCOUNT, DOES THE WAVE APP TAKE THAT INTO ACCOUNT?

No, not currently. The Wave app only considers one user per mobile app.

A photograph of a person with long blonde hair, wearing a blue shirt, sitting at a desk and writing in a spiral notebook with a black pen. The desk also holds a white mug, another notebook, and a pen. The background is slightly blurred, showing a window and some office equipment. The text "HELPFUL TIPS & TRICKS TO GET YOU STARTED" is overlaid in white capital letters across the center of the image.

HELPFUL TIPS & TRICKS TO GET YOU STARTED

HELPFUL HINTS & TROUBLESHOOTING

3.01 HELPFUL HINTS



4.01

HELPFUL HINTS & TROUBLESHOOTING

AD-HOC ORDERING

You can manage your orders as you normally would, through the Amazon app or Amazon.com.

AMAZON ACCOUNT SETTINGS

If you would like to change your default shipping address for orders, or billing information, you will need to do that via the Amazon app or Amazon.com.

BATTERY LIFE

As mentioned in the device setup instructions, it is important to pair the device quickly after you insert the battery to avoid battery strain.

CANCELING AN ORDER

You are only able to cancel the order via your Amazon 'Orders' page (within the Amazon app).

CLEANING

The device should not get wet.

DEVICE SETUP

The device will automatically go into wifi pairing mode when the battery is installed. It is important to pair the device to your wifi quickly after battery installation; the device's 'Pairing' mode puts a strain on the battery.

DE-REGISTERING A DEVICE

1. Go to the 'Settings' page within the Wave mobile app.
2. Tap the 'Deregister this Product'

Please note: If you have paired a device previously, you will see that device for an additional 24 hours just after you've de-registered it.

FOREIGN OBJECT CONTROL

Do not leave foreign objects (e.g. cups) in direct sight line of the sensor as it will disrupt the accuracy of the fill level sensor.

4.01

HELPFUL HINTS & TROUBLESHOOTING

IF THE READINGS SEEM INACCURATE

Check to make sure the puck is properly situated in the bin that the device is properly situated in the puck.

ON-BOARDING

If the device shows disconnected after on-boarding, it should update in the next hour when the first readings are sent. If the device falls offline for longer than 24 hours, please press the reset button the device. If the problem persists, please visit our support webpage at jabilwave.zendesk.com

FCC REGULATIONS

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device 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 radiated 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.

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

RF EXPOSURE INFORMATION

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

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