

Nancy

User Guide

A step-by-step guide to setting up and using your Nancy device through the HelloNancy mobile app.

For iOS • TestFlight Preview

Contents

1. Getting Started
2. Creating Your Account
3. Pairing Your Nancy Device
4. Home Screen Overview
5. Direct Control
6. Control Modes Explained
7. Patterns
8. Creating Custom Patterns
9. Remote Control
10. Settings
11. Troubleshooting & Support

1. Getting Started

Welcome to Nancy. This guide walks you through every screen of the HelloNancy app, from first launch through pairing, using Direct Control, building custom patterns, and sharing control with another user.

1.1 First Launch

When you open the app for the first time, you will see the setup welcome screen. The app will ask for permission to send notifications so it can keep you informed about device status, pairing events, and remote-control activity.

Tap **Allow** to enable notifications, or **Don't Allow** to skip. You can change this later in your iPhone Settings.

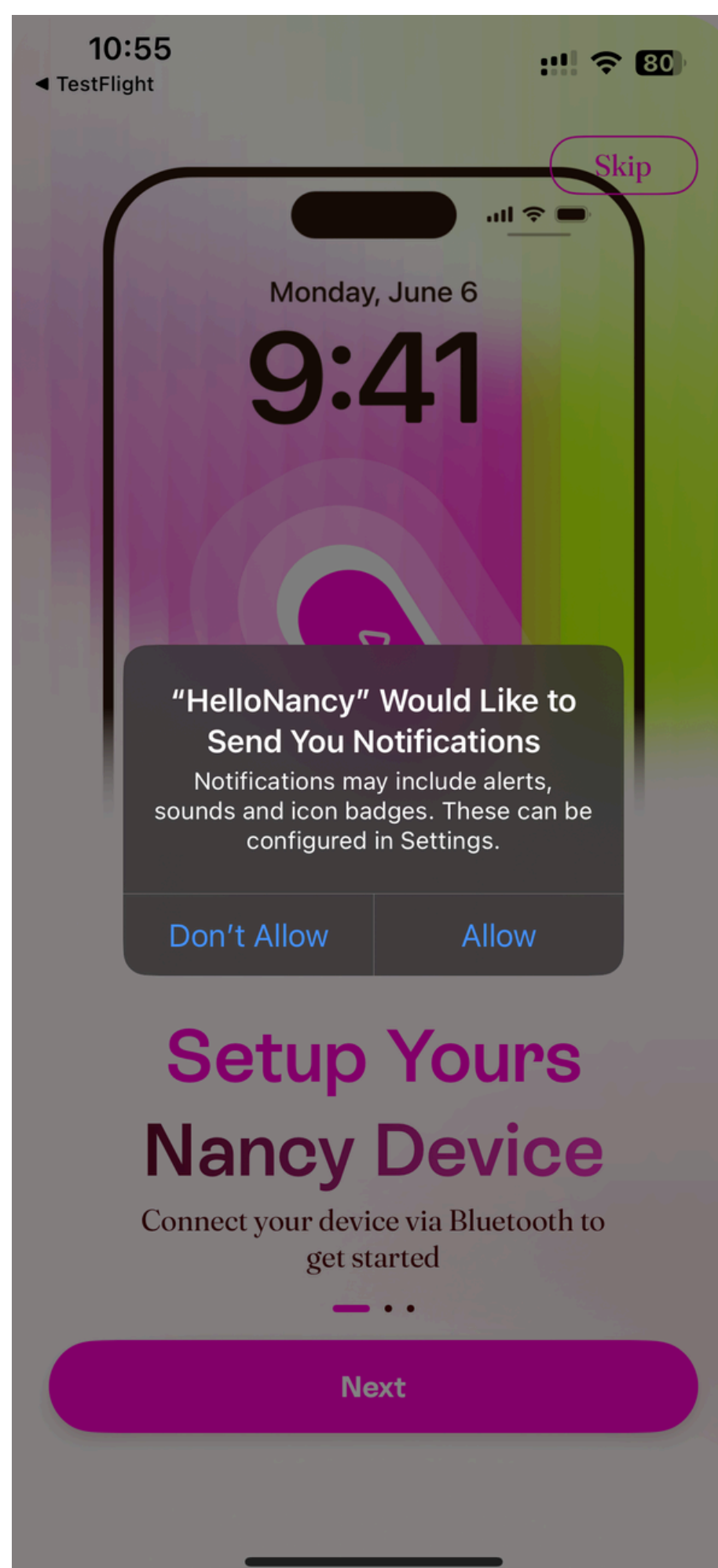


Figure 1 — Welcome screen with notification permission prompt

1.2 Privacy Confirmation

Next, the app will ask you to confirm your age and agree to the Terms of Service and Privacy Policy. This step is required to proceed.

1. Tap the check icon to confirm you are 18 years of age or older.
2. Review the linked Terms and Privacy Policy.
3. Tap Get started to continue.

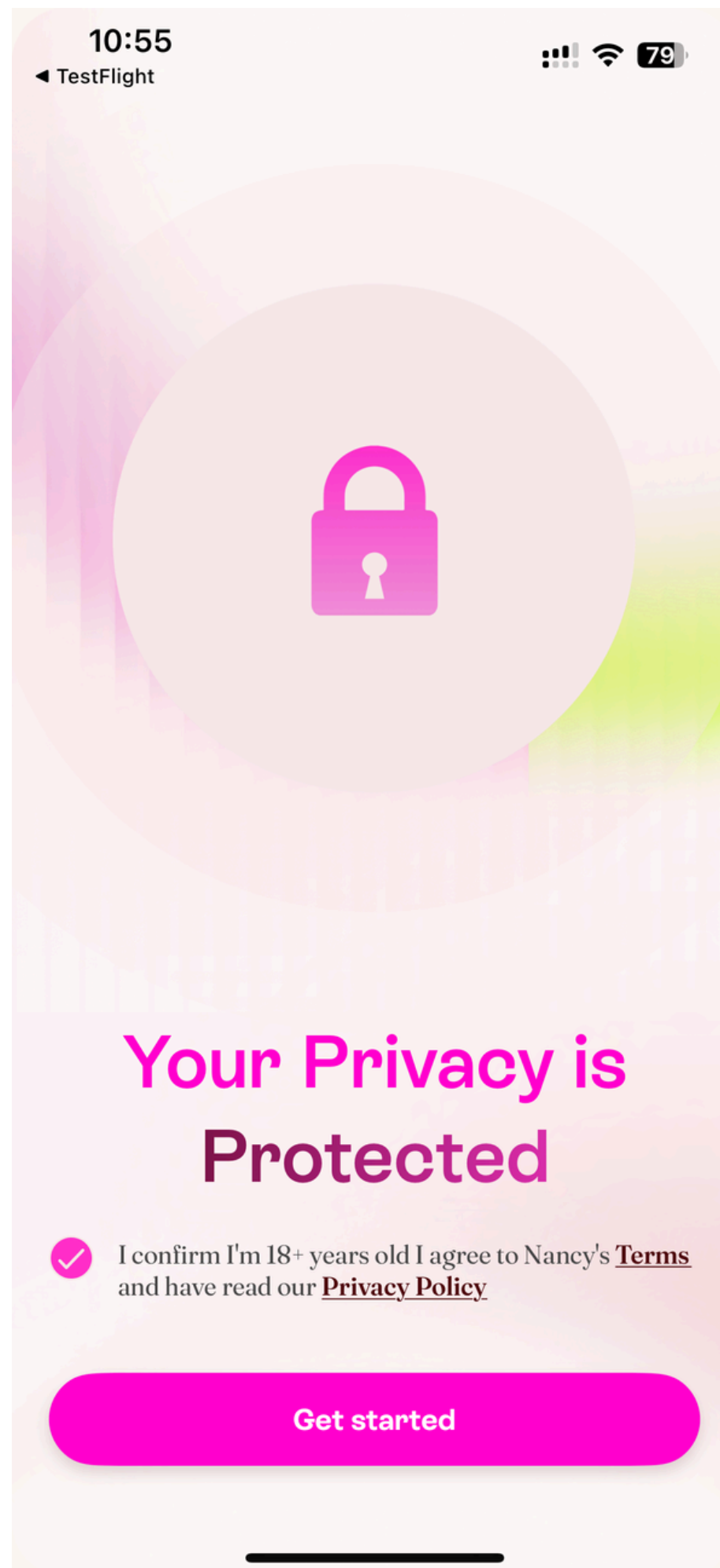


Figure 2 — Privacy and age confirmation screen

2. Creating Your Account

An account lets you pair devices, save custom patterns, and use Remote Control. You can sign up with an email address and password, or use Continue with Google or Continue with Apple for a faster sign-in.

Sign up with email

4. Enter a valid email address in the Email ID field.
5. Create a strong password. Use the eye icon on the right side of the field to toggle password visibility.
6. Tap Sign Up at the bottom of the screen.

Sign up with Google or Apple

Tap Continue with Google or Continue with Apple and follow the on-screen prompts. You may see a system dialog asking permission for "Nancy Sync" to use hellonancy.com to sign in — tap Continue to proceed.

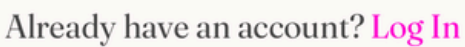


Figure 3 — Create Account screen

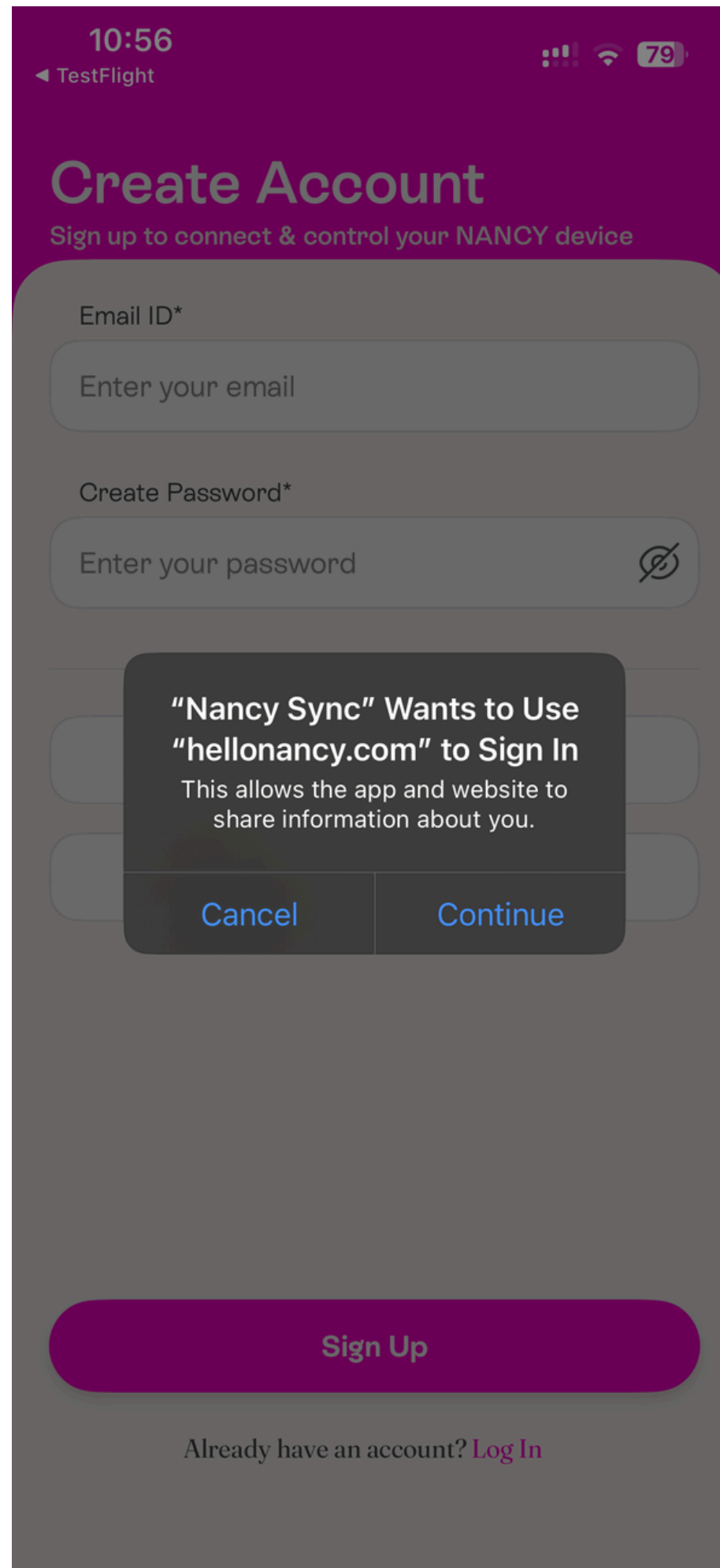


Figure 4 — System prompt for web-based sign-in

Already have an account? Tap the *Log In* link at the bottom of the *Create Account* screen to sign in with your existing credentials.

3. Pairing Your Nancy Device

Nancy connects to your phone over Bluetooth. You only need to pair a device once — after that, the app will reconnect to it automatically whenever both are powered on and in range.

3.1 Allow Bluetooth access

Before the app can find your Nancy device, iOS will ask you to grant Bluetooth permission. This permission is required — Bluetooth is how the app searches for, connects to, and controls your device in real time.

Tap **Allow** when prompted.

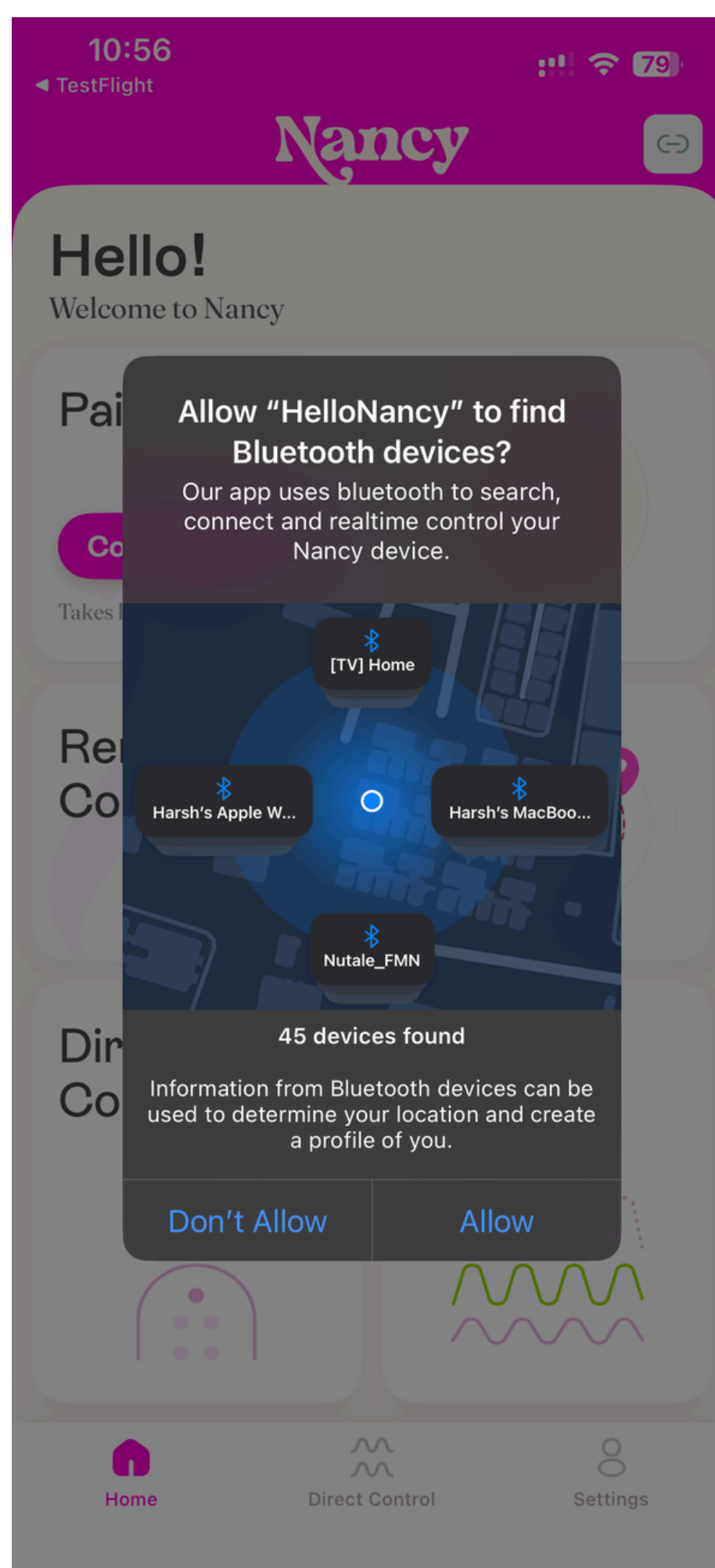


Figure 5 — Bluetooth permission prompt

3.2 Prepare the device

The Let's Get Connected screen walks you through three preparation steps:

7. Make sure Bluetooth is enabled on your phone.
8. Press and hold the device's power button until you see the indicator light blink — this puts the device into pairing mode.
9. Allow Bluetooth permissions for seamless pairing with the Nancy app.

When all three steps are complete, tap **Begin Pairing**.

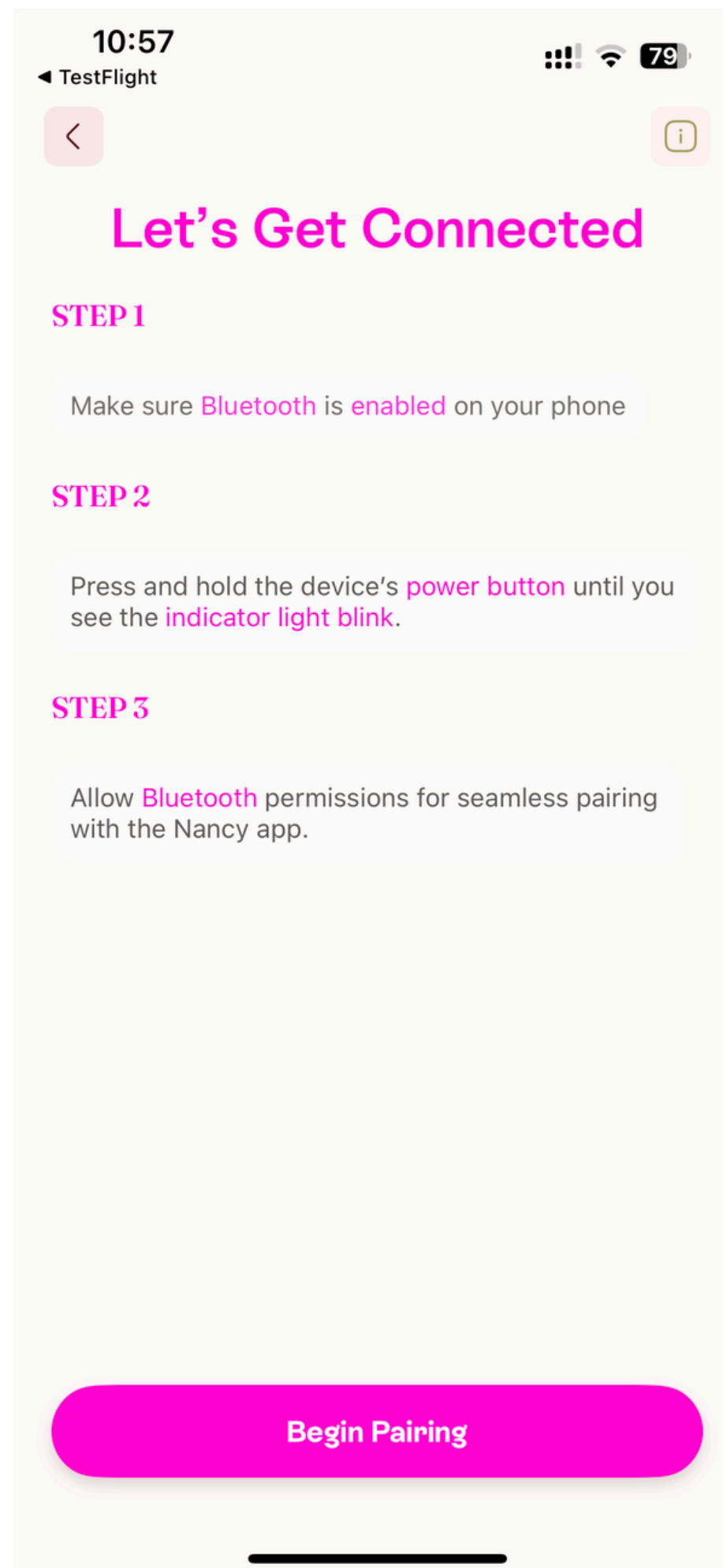


Figure 6 — Pairing instructions screen

3.3 Device found

The app will scan for nearby Nancy devices. Once yours is detected, you'll see a Device Found! confirmation with an animated pulse indicator.

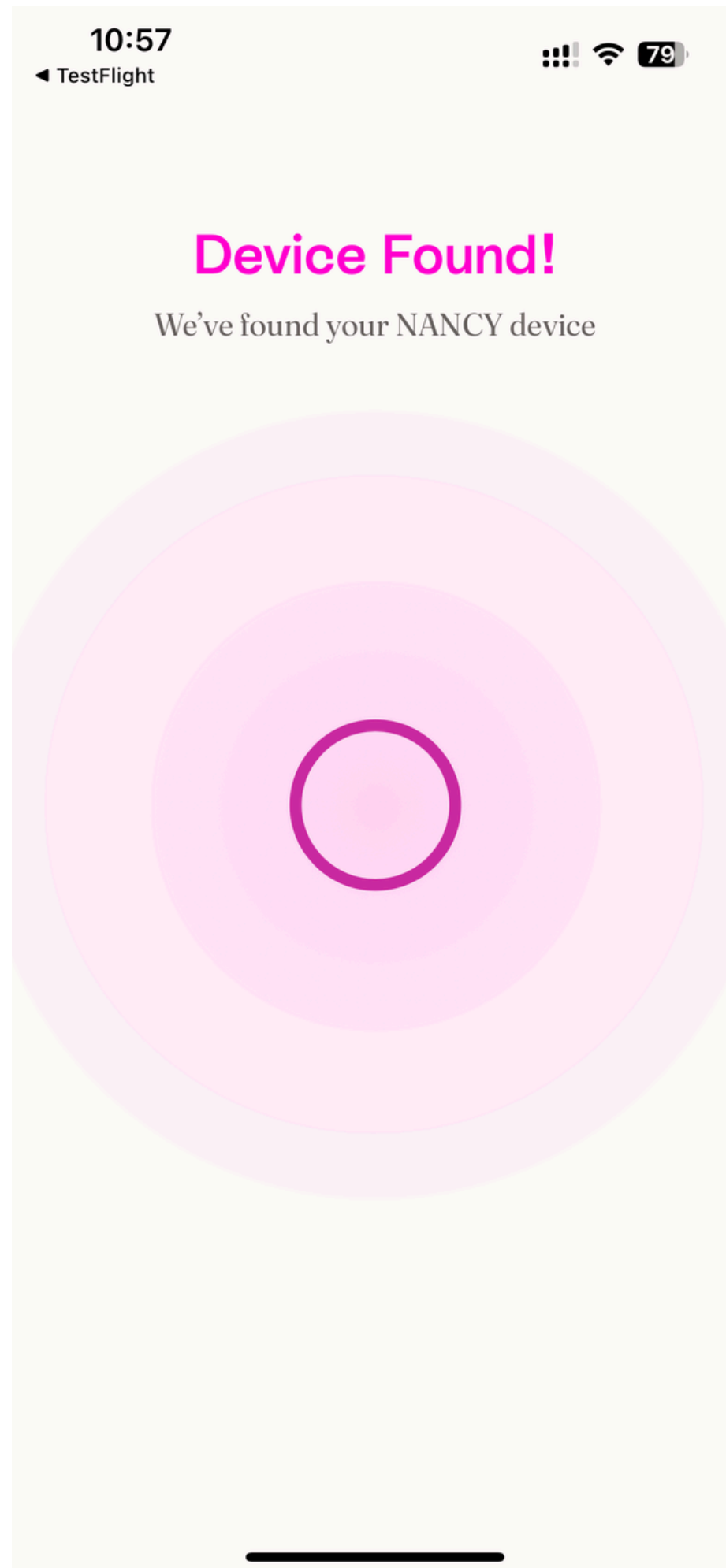


Figure 7 — Device successfully detected

3.4 Paired devices

After pairing, the device appears in your Paired devices list and the status shows Connected in green. The toggle on the right lets you disconnect or reconnect without removing the pairing.

To add another device, tap Connect a new device and repeat the pairing steps.

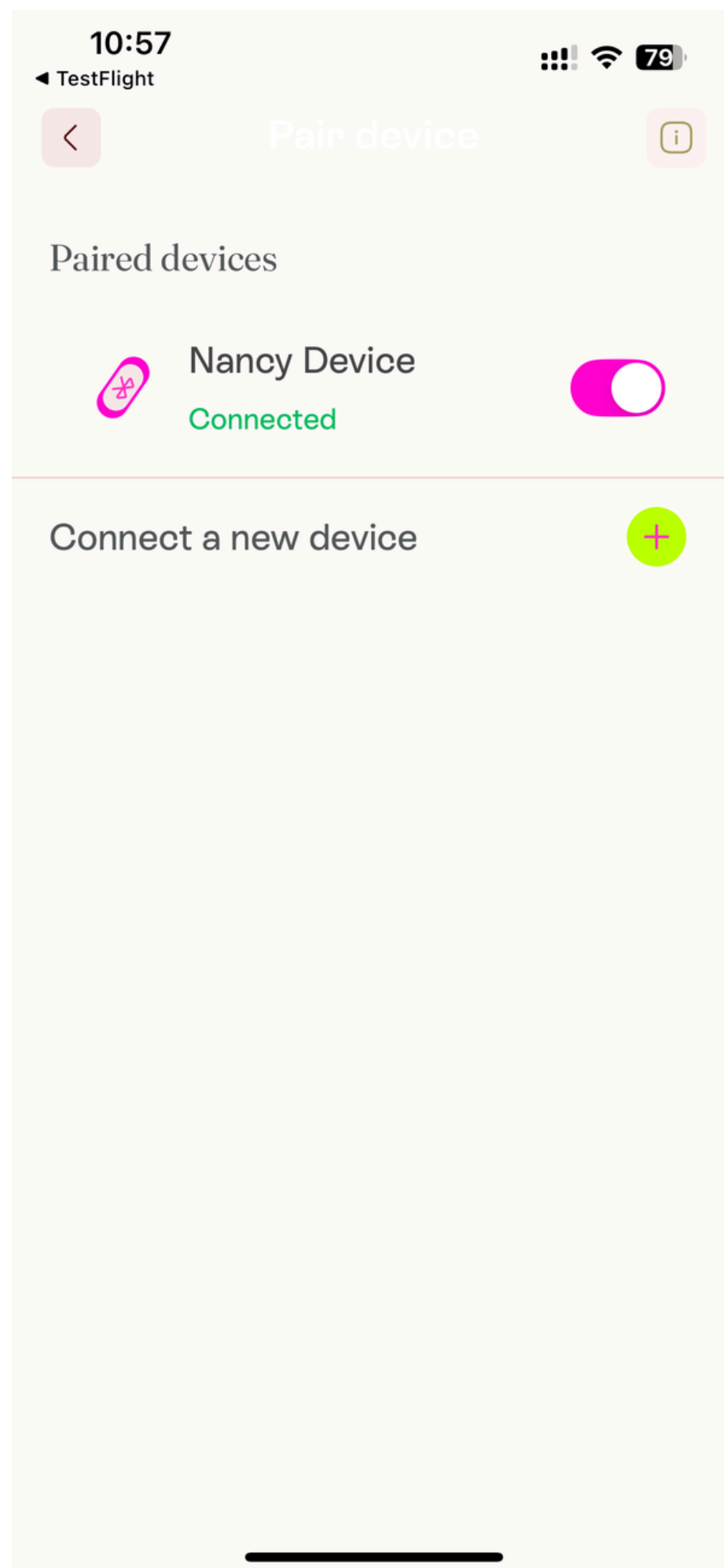


Figure 8 — Paired devices list showing a connected Nancy device

4. Home Screen Overview

The Home screen is your hub once a device is paired. From here you can access Pairing, Remote Control, and Direct Control. A bottom navigation bar lets you switch between Home, Direct Control, and Settings at any time.

The green link icon in the top-right corner indicates active device connection status. A green icon means your device is connected and ready.

5. Direct Control

Direct Control lets you control your Nancy device in real time from your phone. The main control pad is a large dotted area labeled Fast at the top, Medium in the middle, and Slow at the bottom. A green cursor represents the current output level.

Reading the control pad

- The vertical axis (top to bottom) controls intensity — Fast at the top, Slow at the bottom.
- The horizontal axis (left to right) represents time — your movements are recorded and played back in the preview area above.
- The preview graph at the top of the screen shows the pattern you're currently drawing, along with a session timer in the corner.
- Two action buttons at the bottom — Repeat and Hold — change how your input is applied. See the next section for details.

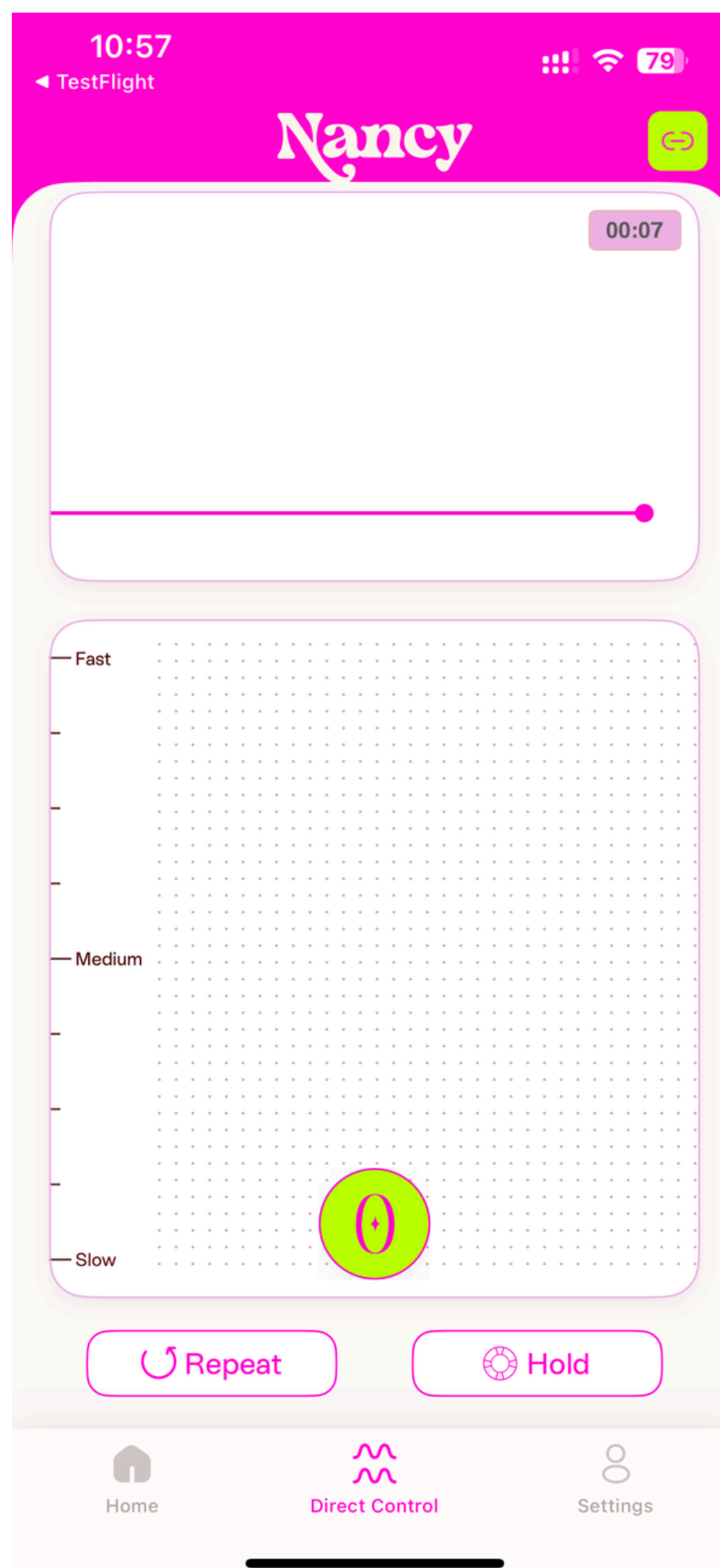


Figure 9 — Direct Control main screen

6. Control Modes Explained

The app offers three ways to interact with the control pad. You can access a summary of all three at any time by tapping the information icon on the Direct Control screen.

Touch Mode

The default mode. Drag the cursor across the control pad to design signal patterns instantly — wherever your finger goes, the output follows, in real time.

Repeat Mode

Use Repeat to cycle your pattern. To activate, tap Repeat, draw your pattern on the control pad, and release. The pattern will replay on a continuous loop until you stop it.

Hold Mode

Use Hold to maintain a fixed output level. To activate, tap Hold, then move the cursor to your desired level. The output will remain fixed at that level until you release or switch modes.

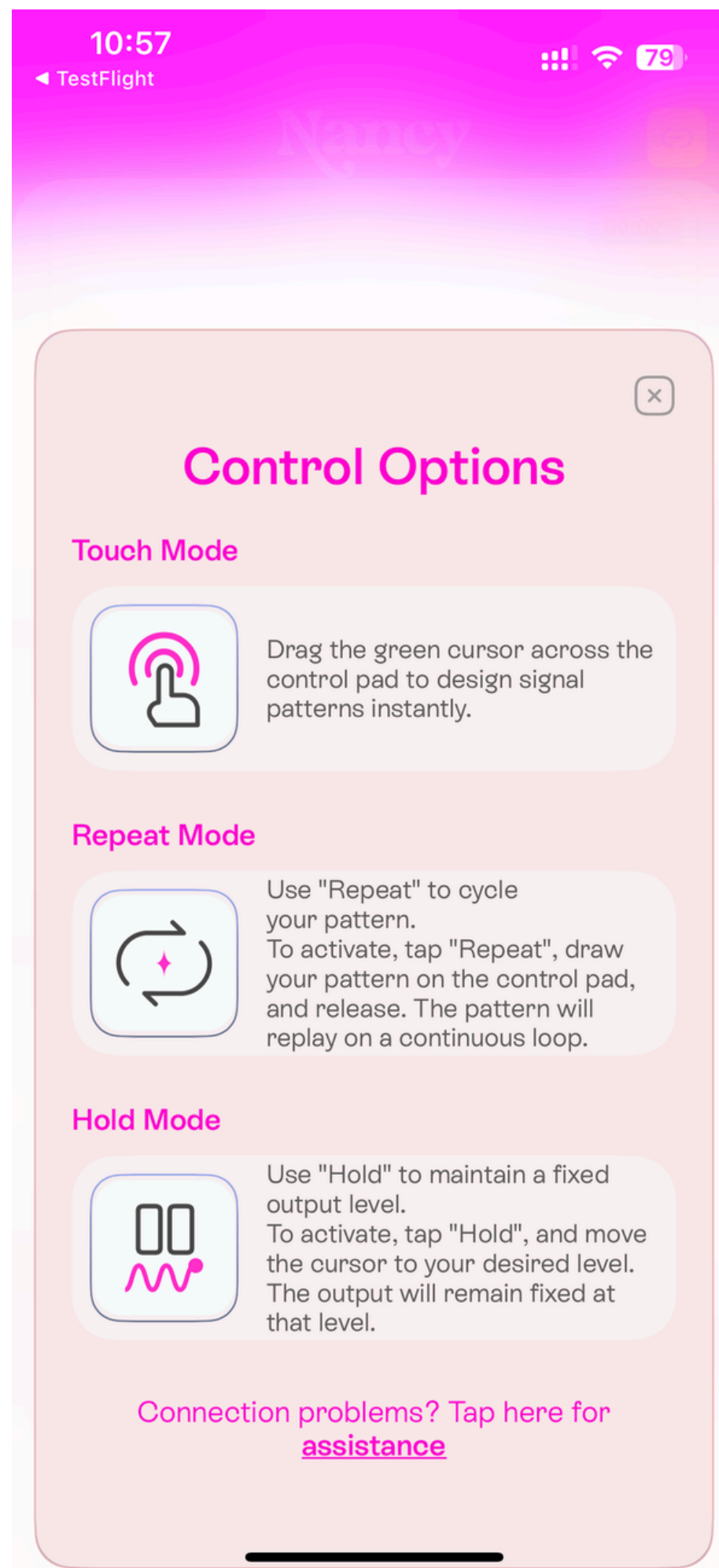


Figure 10 — Control Options reference screen

If you run into connection issues while using any mode, tap the "Connection problems? Tap here for assistance" link at the bottom of the Control Options screen.

7. Patterns

The My Patterns library gives you instant access to preset patterns plus anything you've saved yourself. It's the fastest way to start without having to draw a new pattern from scratch.

7.1 Preset patterns

Every account starts with ten built-in presets:

- Slow — a gentle, low-frequency wave
- Medium — balanced mid-range pattern
- Fast — high-frequency rhythm
- Flash — short, punctuated bursts
- Tempo — rhythmic, beat-style pattern
- Climb — gradually ascending intensity
- Ripple — undulating, wave-like output
- Surge — sudden, powerful peaks
- Frenzy — fast, chaotic pattern
- Wave — smooth, rolling rhythm

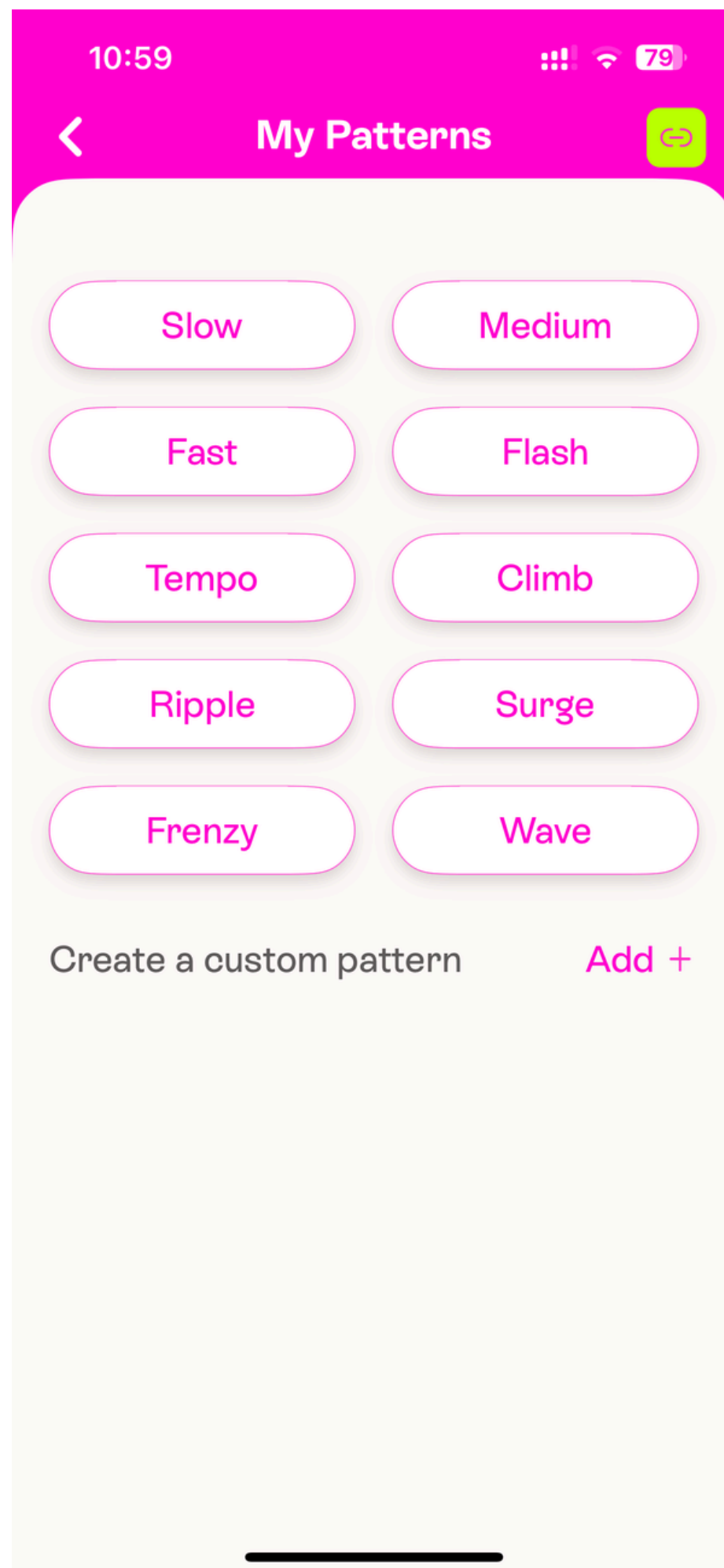


Figure 11 — My Patterns library with preset options

7.2 Playing a pattern

Tap any preset to begin playback. The selected preset highlights in solid pink, and a waveform preview appears at the top of the screen with a live session timer.

Playback controls sit under the preview:

- Previous (left arrow) — jump to a previous pattern
- Pause / Play (center) — pause or resume the current pattern
- Next (right arrow) — advance to the next pattern

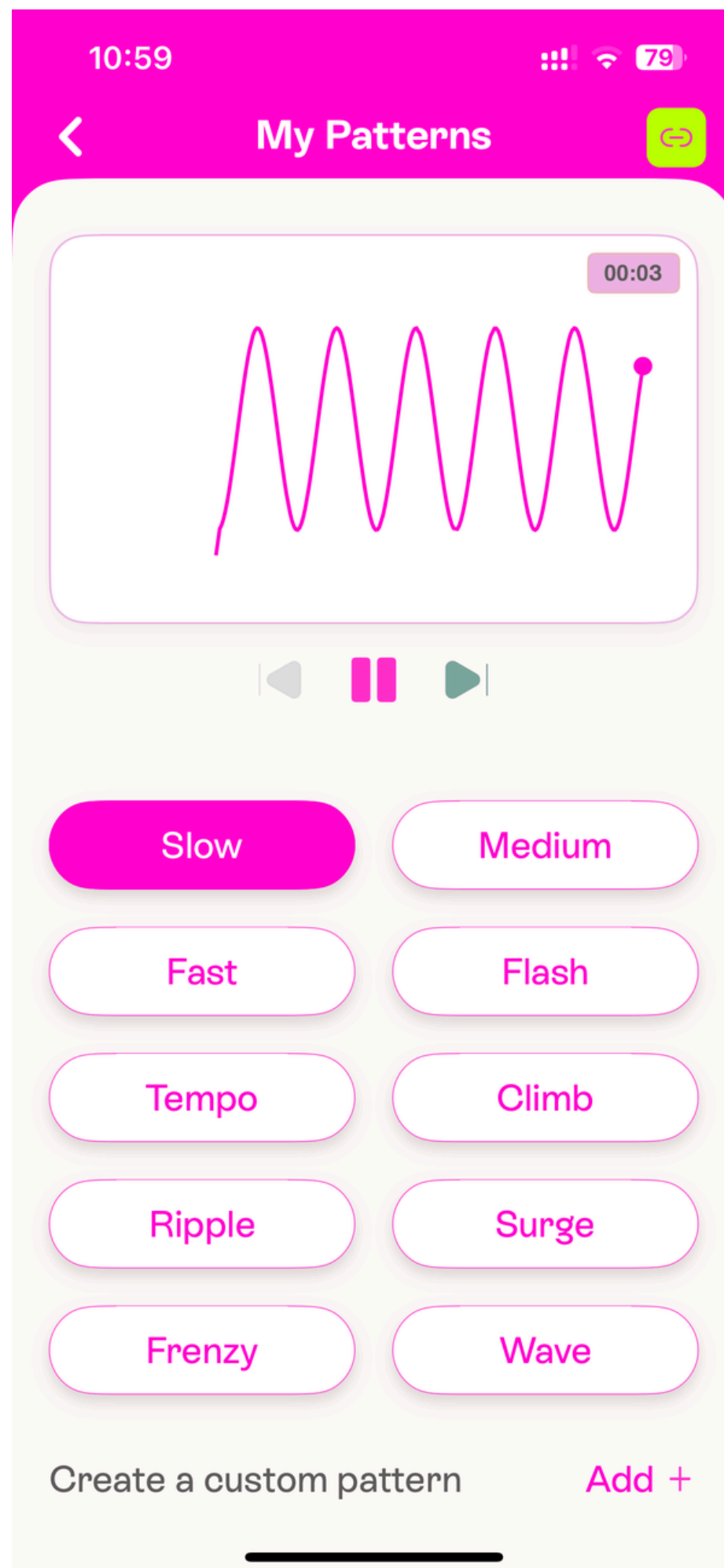


Figure 12 — Slow preset playing

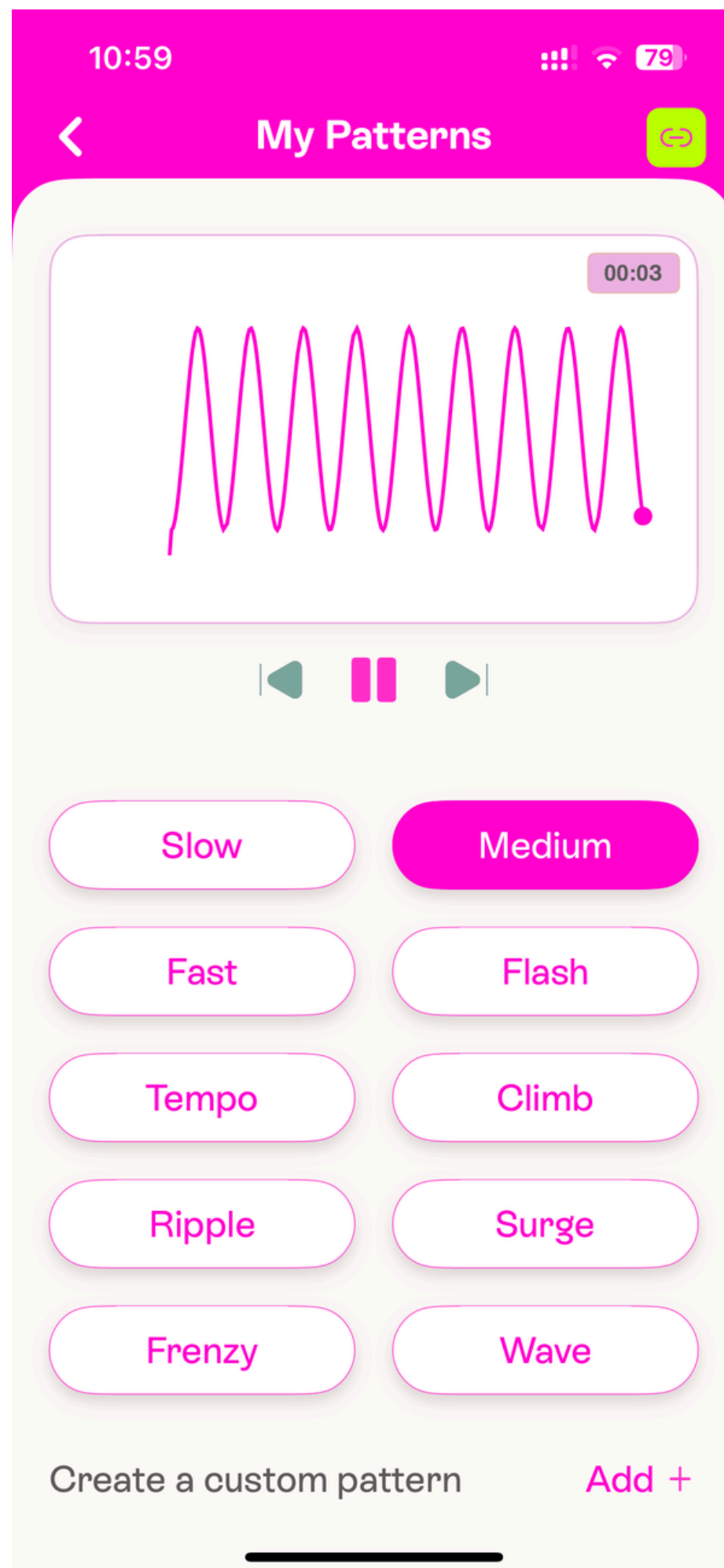


Figure 13 — Medium preset playing with a tighter waveform

8. Creating Custom Patterns

If none of the presets are quite right, you can design and save your own. Custom patterns appear in the My Patterns library alongside the presets and can be replayed whenever you want.

Create a new custom pattern

10. Open My Patterns and tap Add + next to "Create a custom pattern".
11. You'll see a blank Custom Pattern screen with the familiar Fast / Medium / Slow control pad and Repeat / Hold buttons.
12. Draw your pattern by dragging the green cursor across the pad. The preview at the top records your input in real time and a timer shows how long your pattern lasts.
13. When you're happy with the pattern, tap Save in the top-right corner.

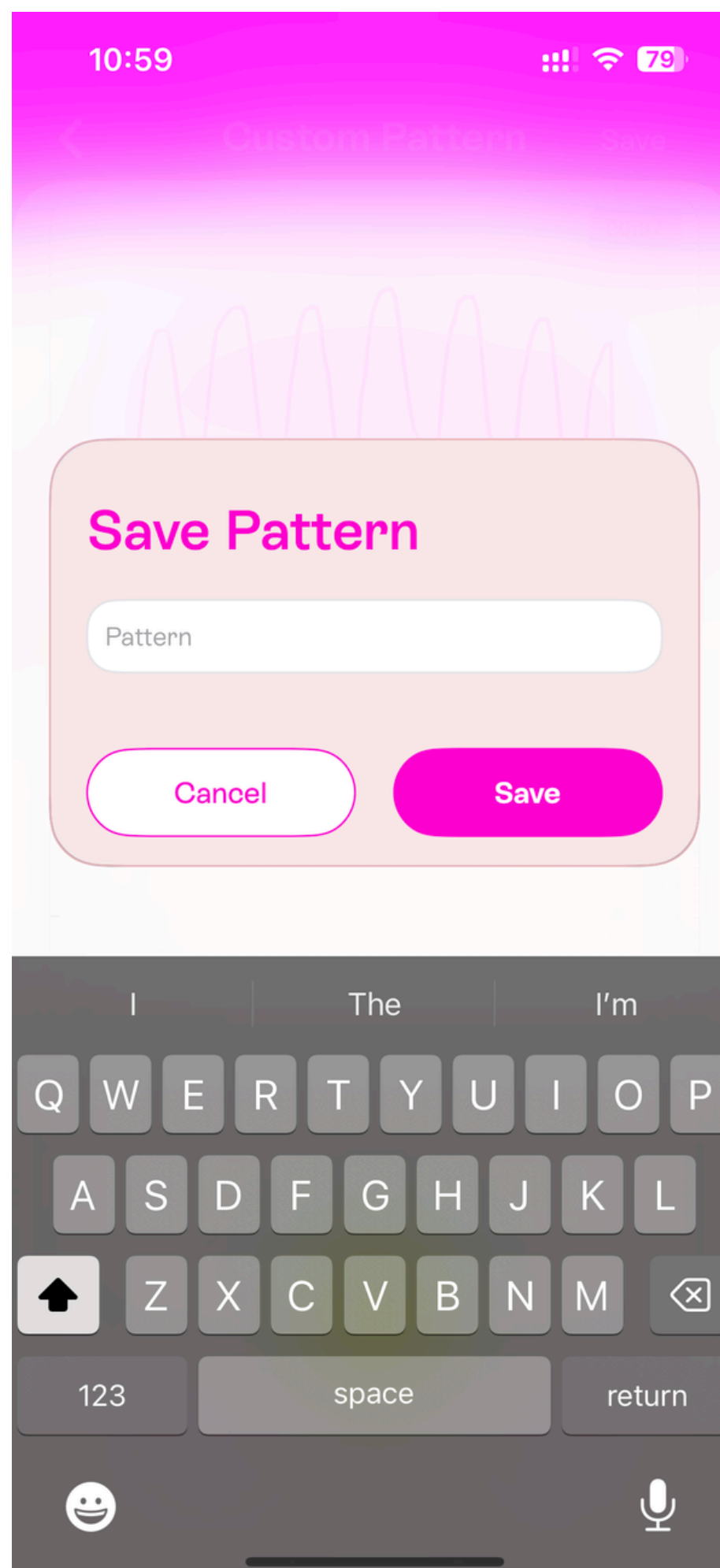


Figure 14 — Custom Pattern creation screen

Save your pattern

A Save Pattern dialog appears. Enter a name for your pattern and tap Save. Tap Cancel to discard.

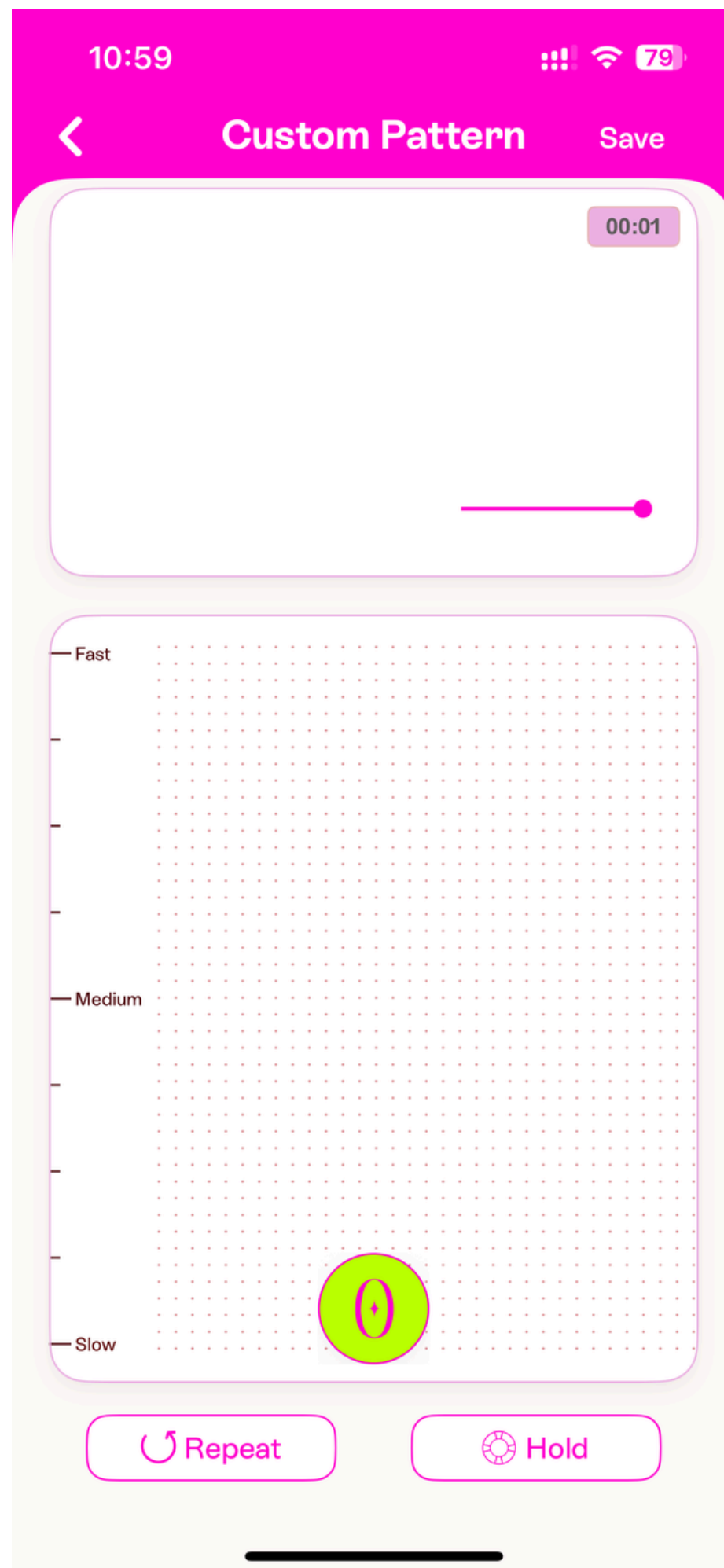


Figure 15 — Save Pattern dialog

Play your saved pattern

Your saved pattern now appears at the bottom of the My Patterns list with its name and duration. Tap the play button on the right to start it; tap the pause button while playing to stop.

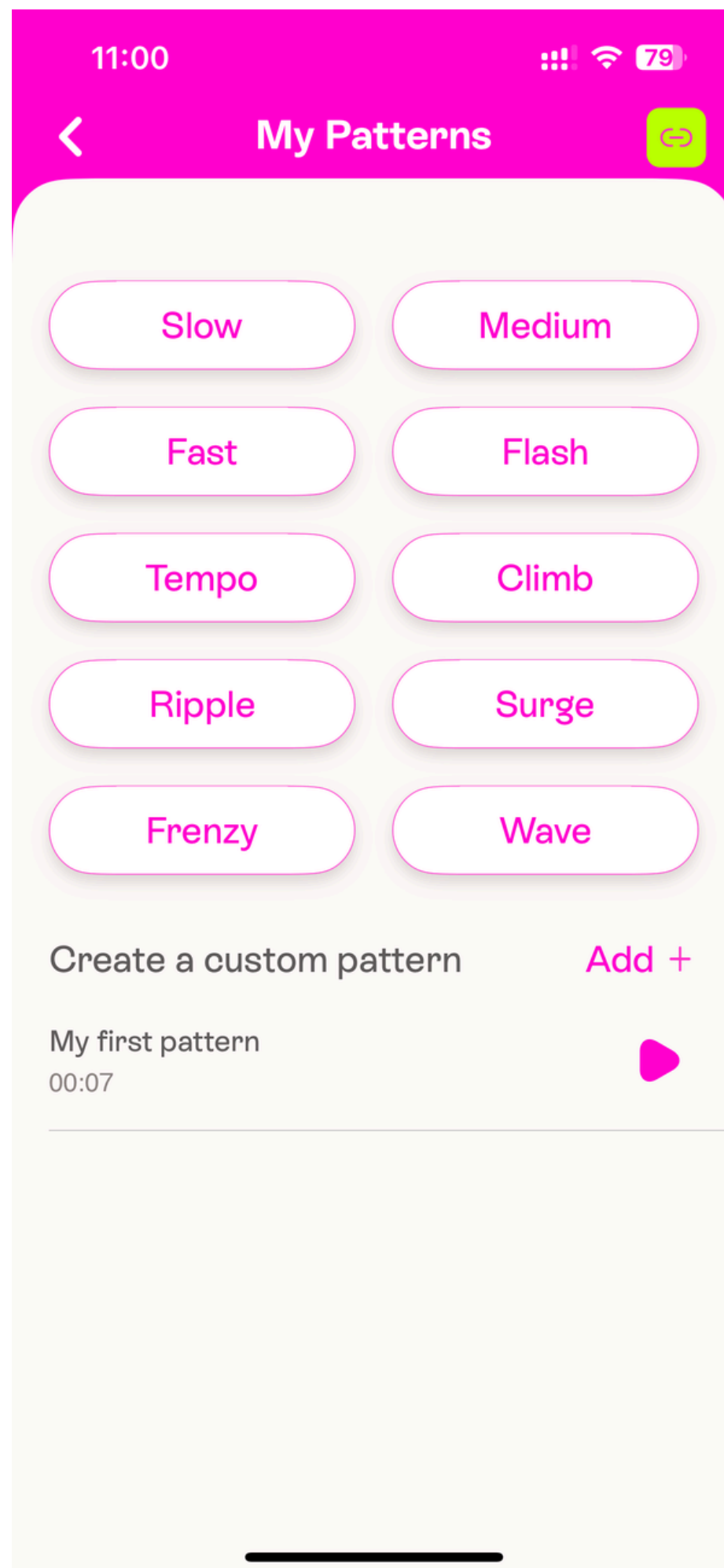


Figure 16 — Saved pattern listed in My Patterns

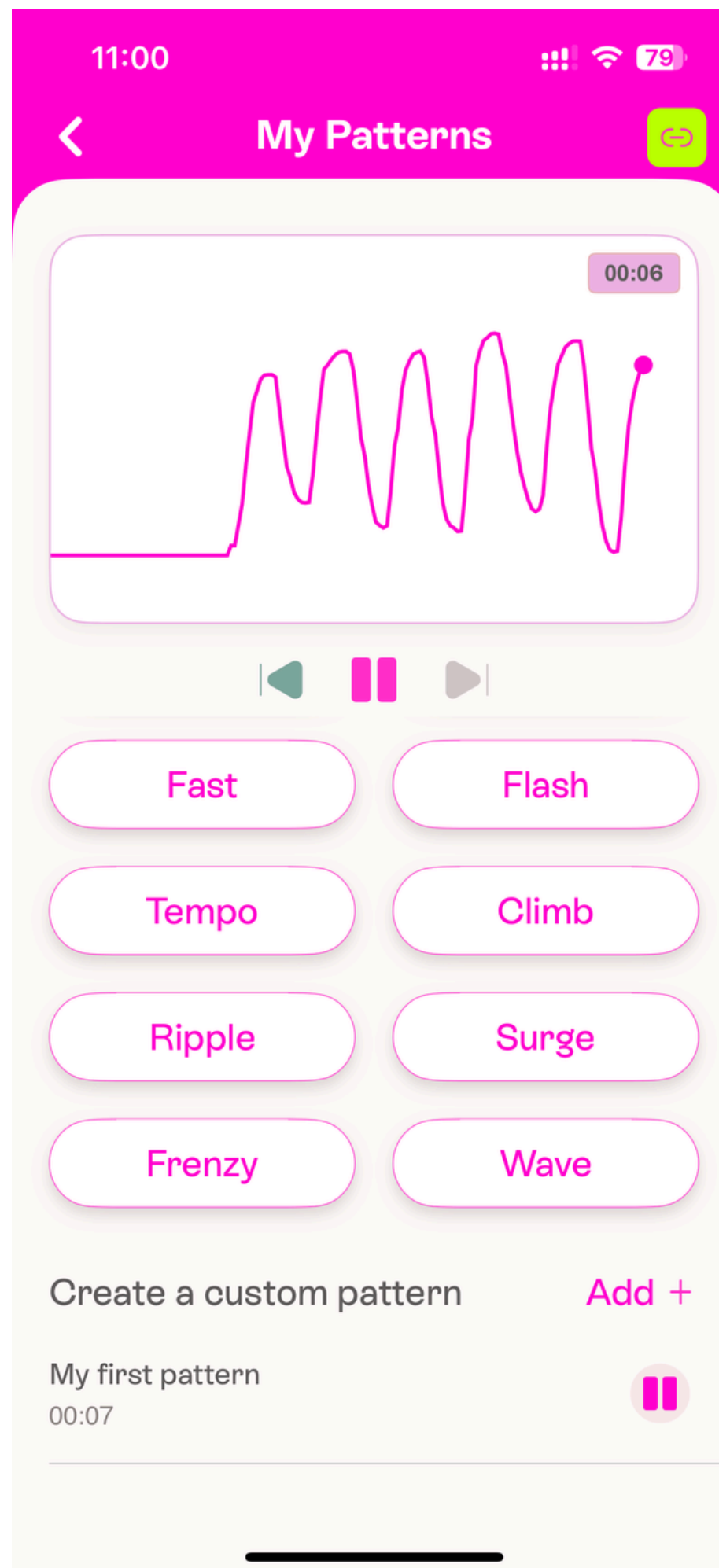


Figure 17 — Custom pattern playing with live waveform

9. Remote Control

Remote Control lets another trusted user control your Nancy device from their own phone through a secure, code-protected session. This is useful for long-distance use. Only one remote user can be connected to a device at a time.

9.1 Enable Sharing (device owner)

If your device is paired and you want to let someone else control it:

14. Open Remote Control from the Home screen.
15. Under Enable Sharing, tap Create Code.
16. A six-digit Access Code will appear along with "Waiting for remote user to join."
17. Share the code with the other user. Tap the share icon next to the code to send it through any supported app.
18. The code expires after 30 minutes if it isn't used.

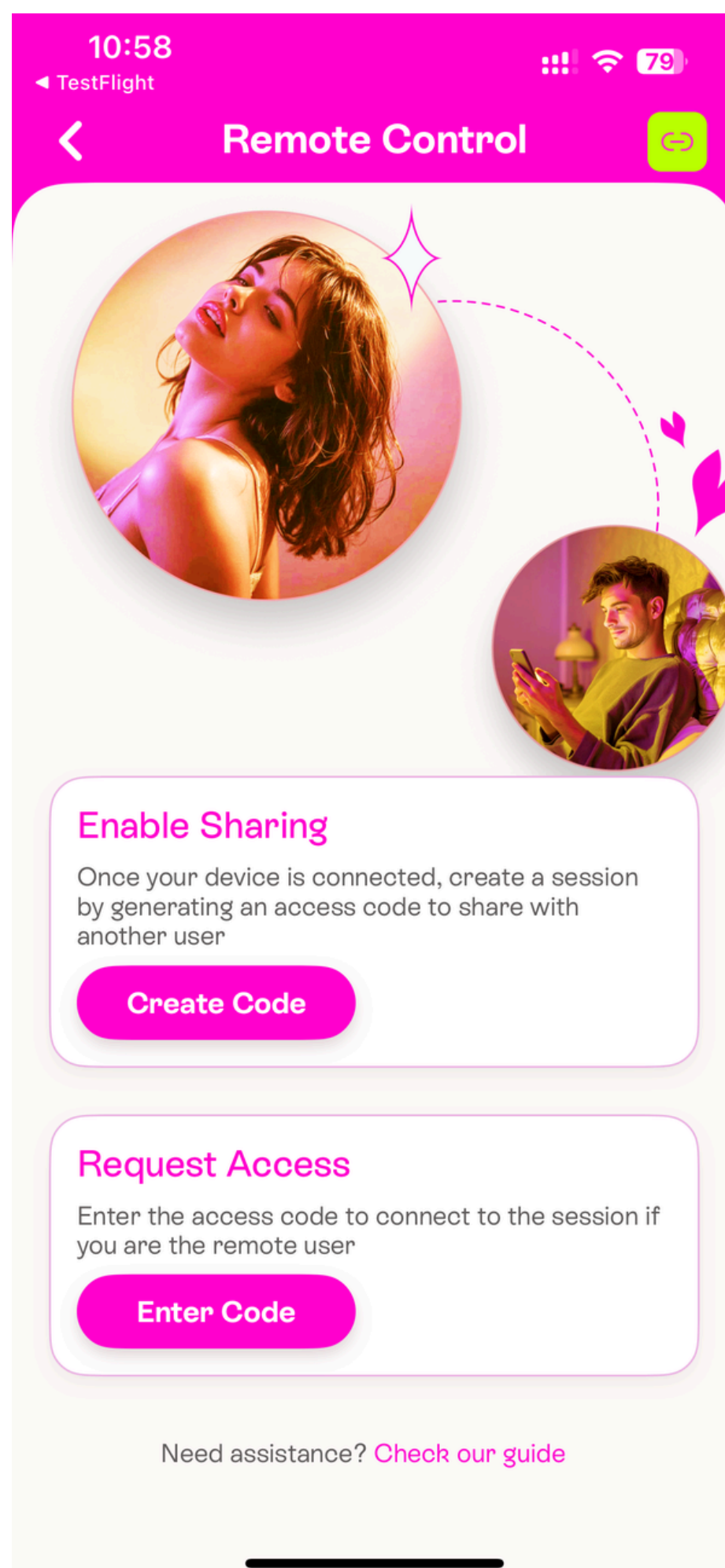


Figure 18 — Remote Control entry screen

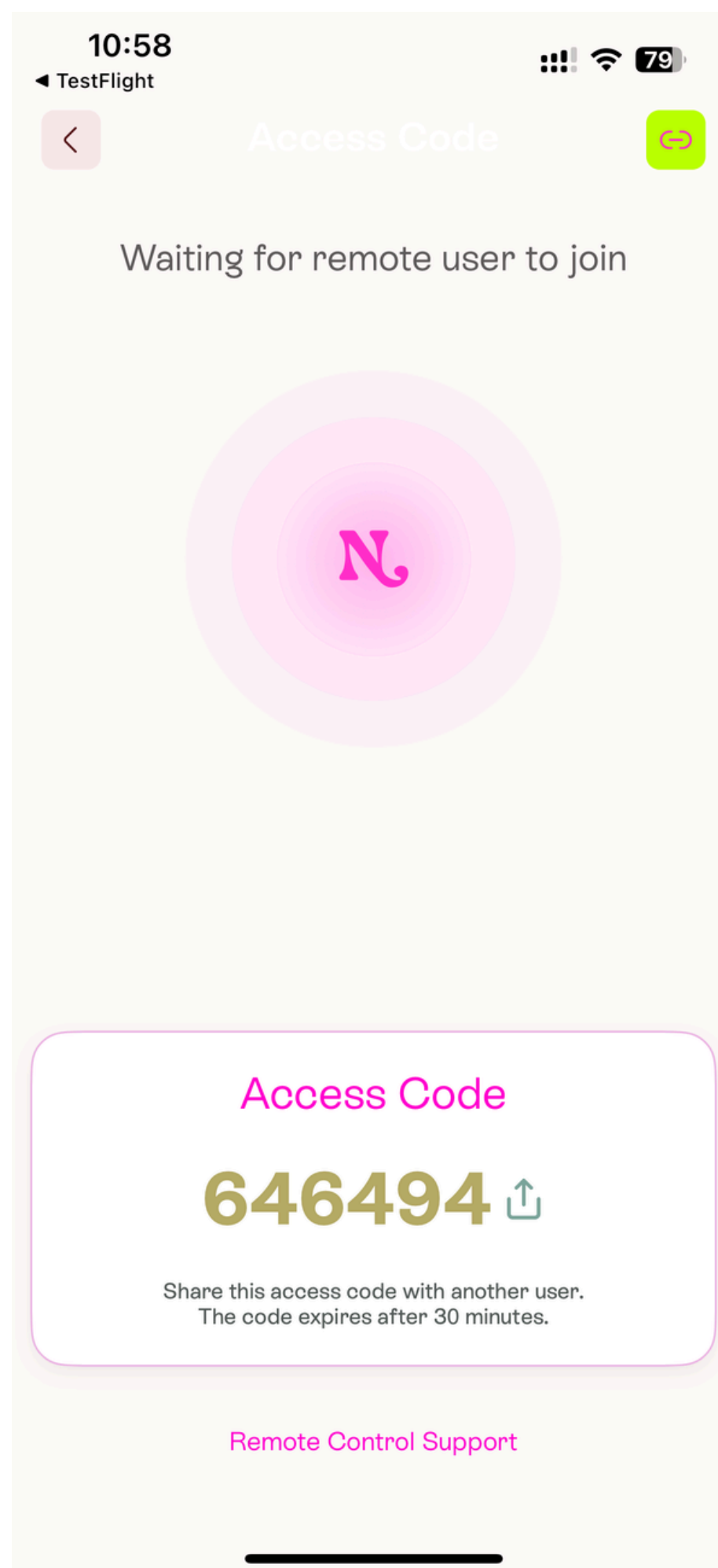


Figure 19 — Access Code generated, waiting for remote user

9.2 Request Access (remote user)

If you've been given an access code and want to control someone else's device:

19. Open Remote Control from the Home screen.
20. Under Request Access, tap Enter Code.
21. Type the six-digit code shared with you and confirm.
22. Once connected, you'll see the remote control pad — the same layout as Direct Control, with Repeat and Hold buttons plus a live timer.

9.3 During a remote session

The remote screen title changes to Remote Control, and controls function just like Direct

Control. Either user can end the session by tapping the close (X) button in the top-right corner.

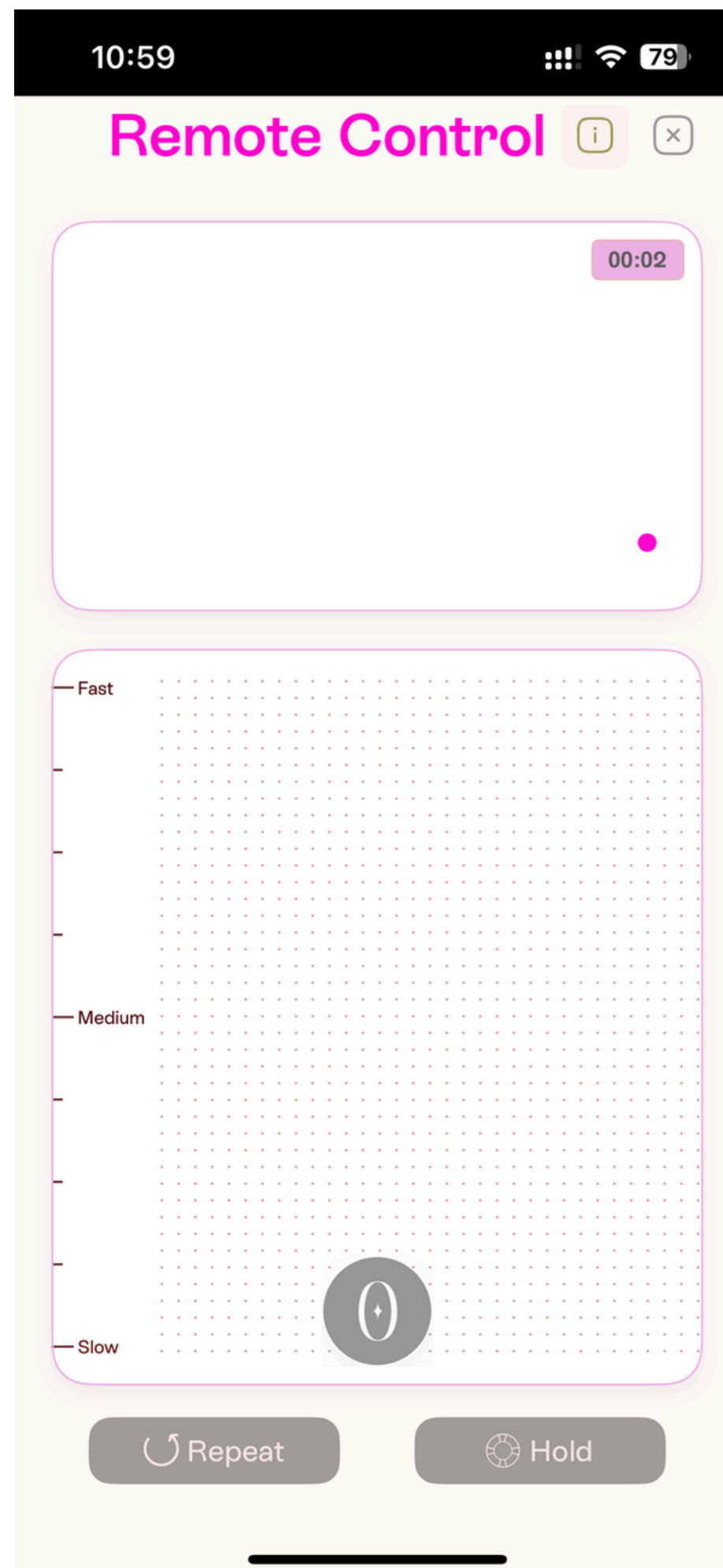


Figure 20 — Active remote-control session

For more help, tap Remote Control Support on the Access Code screen or "Check our guide" on the Remote Control entry screen.

10. Settings

The Settings tab, accessible from the bottom-right of the navigation bar, holds everything related to your account, the Nancy brand, help resources, and sign-out.

My Account

Manage your personal information and preferences — update your name, email, password, and any other profile details tied to your Nancy account.

About Nancy

Read about Nancy's story, values, and care philosophy.

FAQs

Browse answers to common questions, step-by-step guidance, and device help.

Logout

Sign out of your account on this device. You can sign back in at any time with your existing credentials.

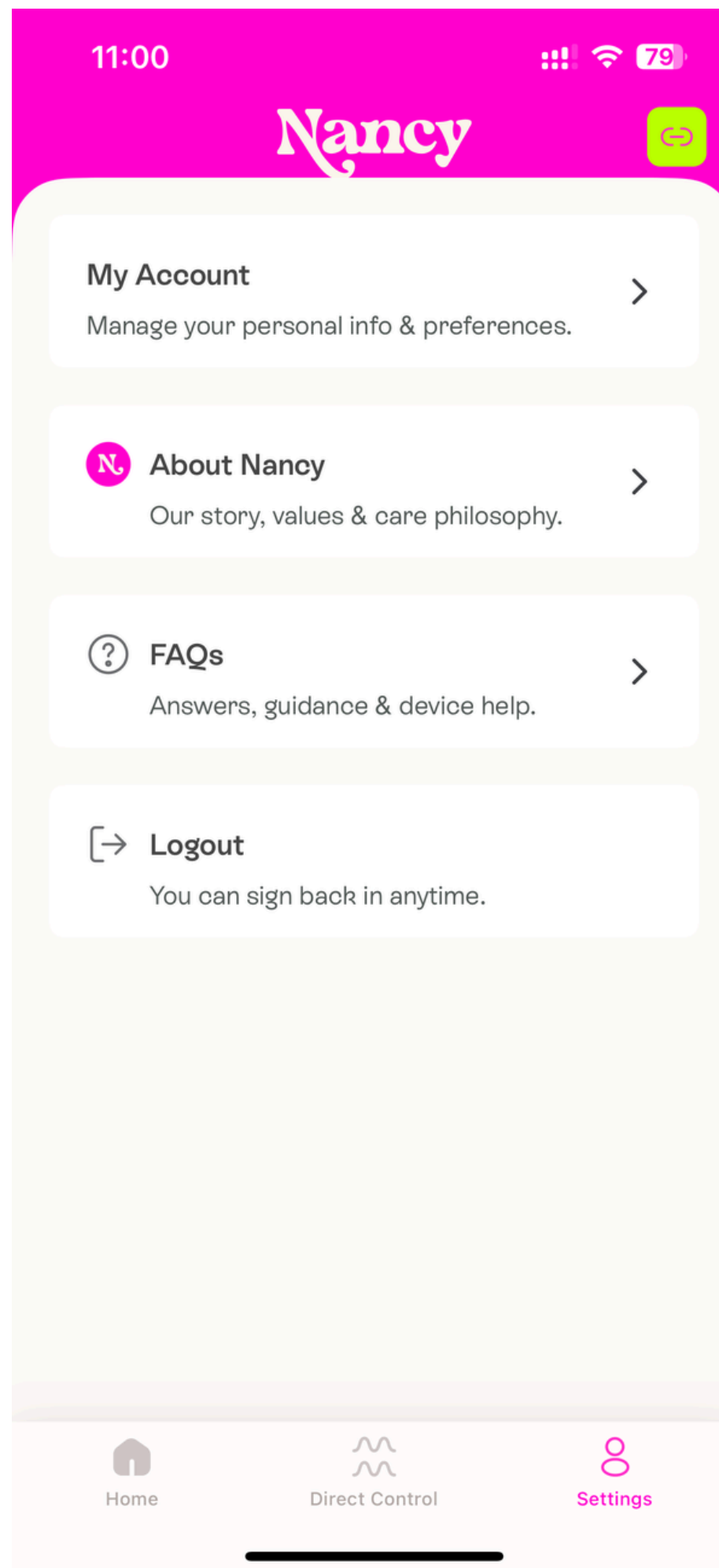


Figure 21 — Settings screen

11. Troubleshooting & Support

Device won't pair

- Make sure Bluetooth is enabled on your iPhone.
- Confirm the Nancy device is powered on and in pairing mode — the indicator light should be blinking.
- Bring the device closer to your phone (within 10 metres / 30 feet).
- If pairing still fails, close the app, turn Bluetooth off and on again, and retry.

App can't find Bluetooth devices

- Go to iPhone Settings → Privacy & Security → Bluetooth and make sure HelloNancy has permission.
- If you previously tapped Don't Allow, you'll need to re-enable permission manually.

Remote Control code won't work

- Access codes expire 30 minutes after creation — generate a new one if it's stale.
- Make sure both users are signed in and have a working internet connection.
- Confirm the code is typed correctly — all six digits, no spaces.

Pattern doesn't play / device doesn't respond

- Check the device connection indicator (green link icon) in the top right of the app.
- If the icon is grey, open Pair Device and tap the device toggle to reconnect.
- Make sure the device has enough battery.

Need more help?

Open Settings → FAQs for the latest guidance and device help, or tap any "assistance" / "support" link inside the app to reach the support team.

FCC Statement:

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 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 thise quipment 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: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.