



# User Manual

Samsung Galaxy S9+  
Samsung Galaxy Watch Active (Tizen)

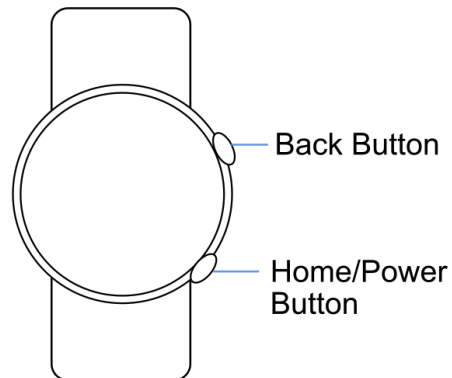
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This guide describes how to set up and use the holly™ watch and companion application for the Samsung Galaxy Watch Active and Samsung Galaxy S9+. For information on other apps and settings, please refer to the applicable **Samsung User Manual**.

## SETUP

### holly (Watch)



#### Start Using Your Device

To turn the device on:

1. Press and hold the **Power** button until the device turns on.

To turn the device off:

1. Press and hold the **Power** button.
2. Tap **Power off**.

#### Charging Your Device

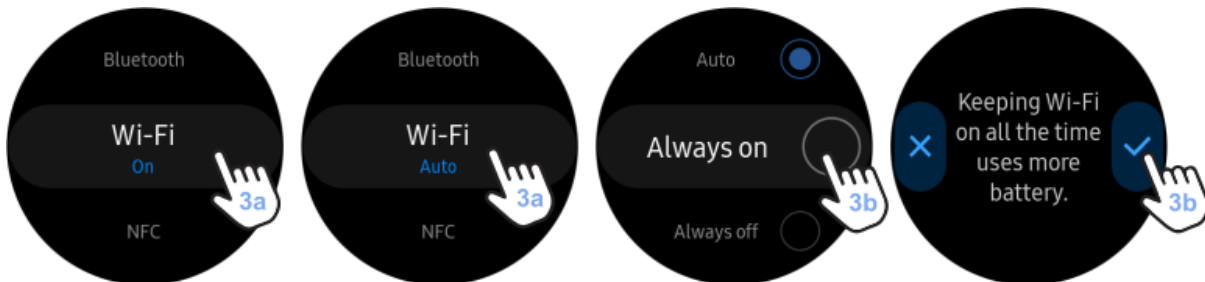
- We recommend starting each session with a fully charged device
- This can be done by using the wireless charger which magnetically connects to the back of the watch

#### Connect Your Device to Wi-Fi

Activate the Wi-Fi feature to connect to a Wi-Fi network.



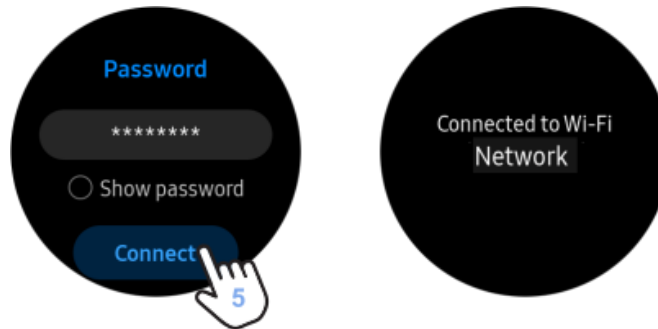
1. Navigate to **settings**
  - a. Press the **home** button to navigate to the Home Screen
  - b. Tap the **settings** icon (gear icon)
  - c. **Alternatively** - swipe down from the top of the watch face to access the status panel and tap on the settings icon (gear icon)
2. Slide through the options and tap **Connections**



3. Ensure Wi-Fi is set to **always on**:
  - a. Tap **Wi-Fi** and then tap **Wi-Fi** again
  - b. Select **Always on** and click yes (✓)
  - c. **Note:** This will keep Wi-Fi turned on even if the watch connects to other devices using Bluetooth. We recommend using **Always on** so that the watch can regularly upload the app data to the cloud.



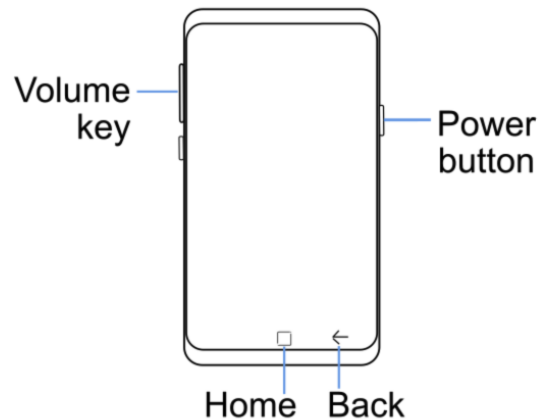
4. Tap **Wi-Fi networks** and select a network.
  - a. **Note:** Networks that require a password display a lock icon.



5. Tap **Connect**.

- a. **Note:** Once the watch has been connected to a specific Wi-Fi network, it will automatically connect to that network whenever it is available, without requiring the password to be re-entered.

### Companion App (Phone)



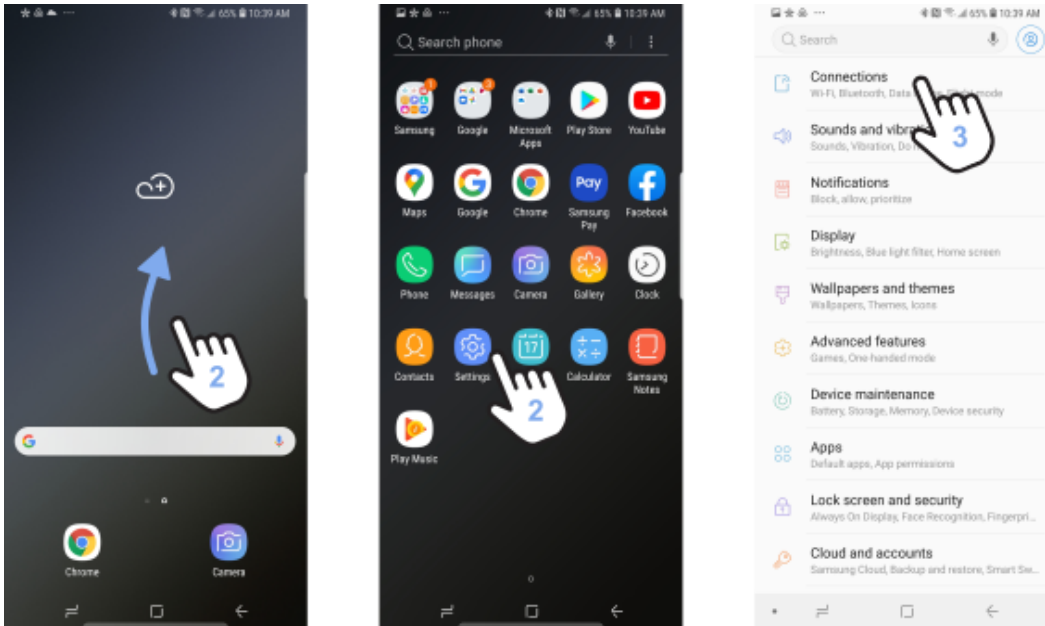
#### Start Using Your Device

1. Press and hold the right side button (power button) until the phone lights up
2. To unlock the phone, please enter the pin: **1144**

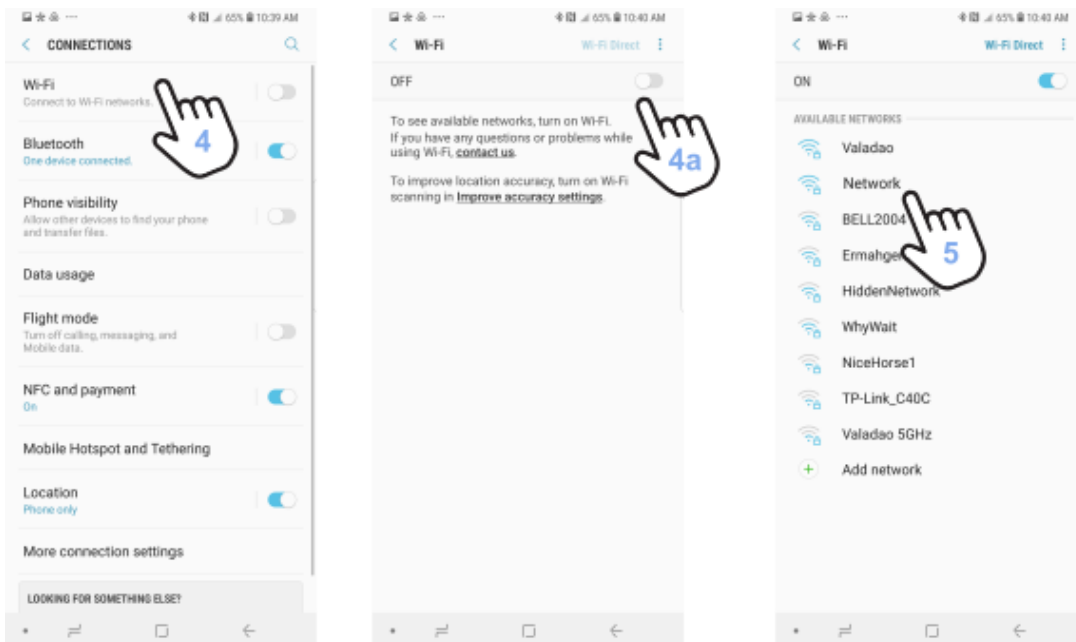
#### Charging Your Device

- We recommend starting each session with a fully charged device
- This can be done by plugging in the charging cable into the bottom of the phone

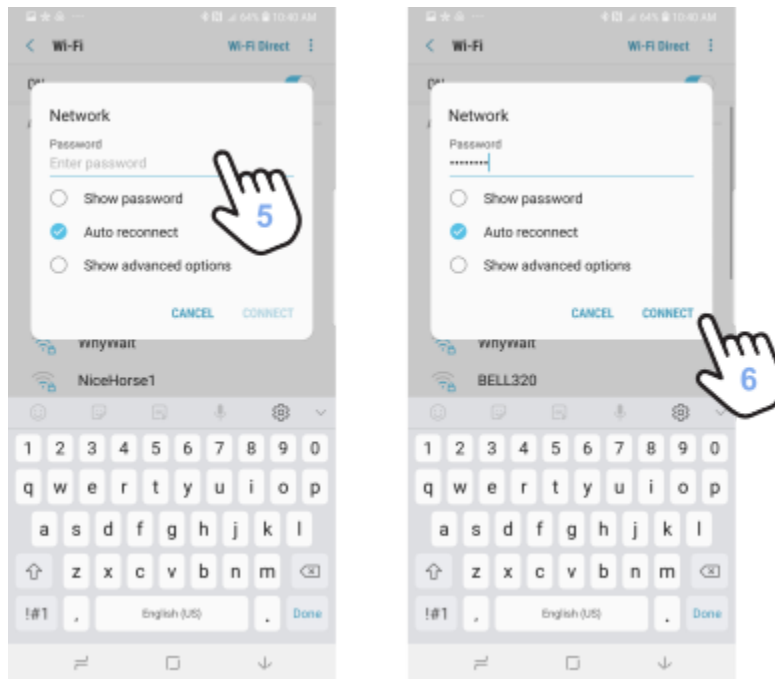
## Connect to Wi-Fi



1. Navigate to the home screen by tapping the home button on the bottom middle of the screen
2. From the home screen, swipe up and tap on the **settings** icon (gear icon)
3. Tap on **connections**



4. Tap on **Wi-Fi**, and tap on Wi-Fi **again**
  - a. Ensure Wi-Fi is **on**:
    - i. If Wi-Fi is not on, tap on the toggle button
    - ii. Wi-Fi is turned on when the icon changes from grey to blue



5. Choose the desired network and input password if required.
6. Tap **connect**.
  - a. **Note:** Once the phone has been connected to a specific Wi-Fi network, it will automatically connect to that network whenever it is available, without requiring the password to be re-entered.

### Launch the Companion App

1. Launch **Chrome** from the home screen of the phone.
2. Once the web app is launched, the web app should say “Not connected”.
3. **Initialization:**
  - a. At this time on the watch face, users can tap the **start** button to commence the initialization process.
  - b. The progress of the initialization sequence can be tracked on both the watch face and companion app.

# USAGE

## holly (Watch)

The app is configured as a watch face so that it keeps running even when the screen dims.

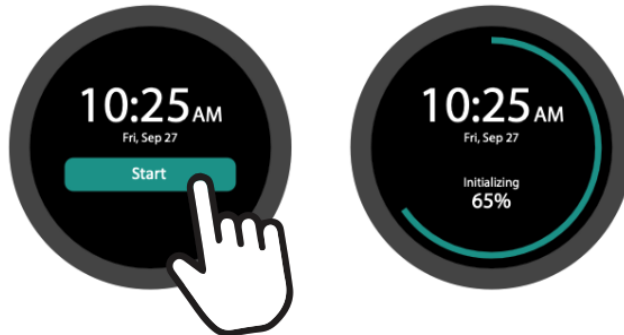
**Note:** We recommend starting each holly™ session with a fully charged battery.

### Launching holly™ and Initialization

1. If the holly™ watch face is not already visible on the watch, you will need to launch the holly™ app:
  - i) Touch and hold the screen.
  - ii) Swipe left or right until you find the holly™ watch face.
  - iii) Tap on the **holly™** watch face to select it:



2. Once the holly™ watch face has been launched, you can begin an initialization sequence. Initialization measures resting heart rate and takes approximately 10 minutes:



- a. Tap **Start** to run the initialization sequence.
- b. Wait approximately 10 minutes for the app to initialize.
  - i. To ensure a more accurate measurement, we recommend users sit still for the duration of the initialization sequence and perform no physical activity.
  - ii. The progress of the initialization sequence can be tracked on both the watch face and companion app.

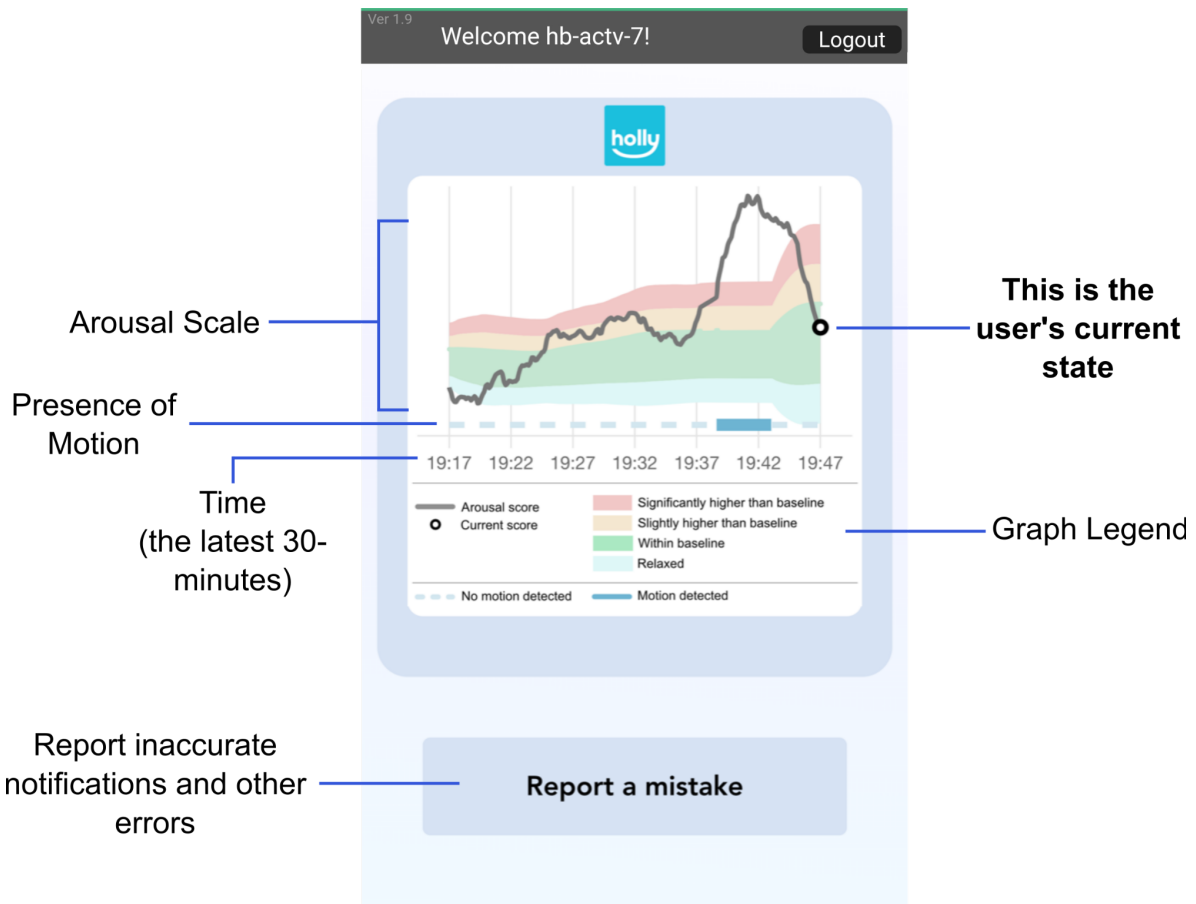
3. When initialization is complete, you will see the following screen on the watch face:



**To end your holly™ session:** Once the watch is removed, the session will end automatically. Turn off the watch (by holding the power button) to preserve battery life.

## Companion App (Phone)

Home Screen





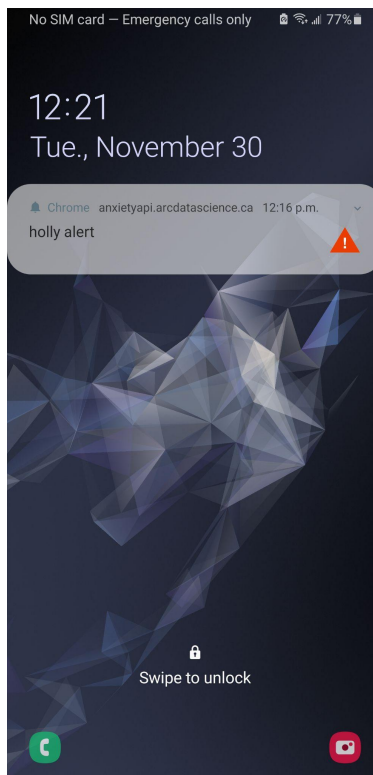
## Notifications

holly™ will alert caregivers of heightened emotion when users are in the red zone of the emotional scale (as seen above) where arousal level is significantly higher than baseline.

Emotion Scale Level	Arousal Level	Notification Type
Red zone	Significantly higher than baseline	Phone alert
Yellow zone	Slightly higher than baseline	None
Green/blue zone	Within baseline	None
Blue zone	Relaxed	None

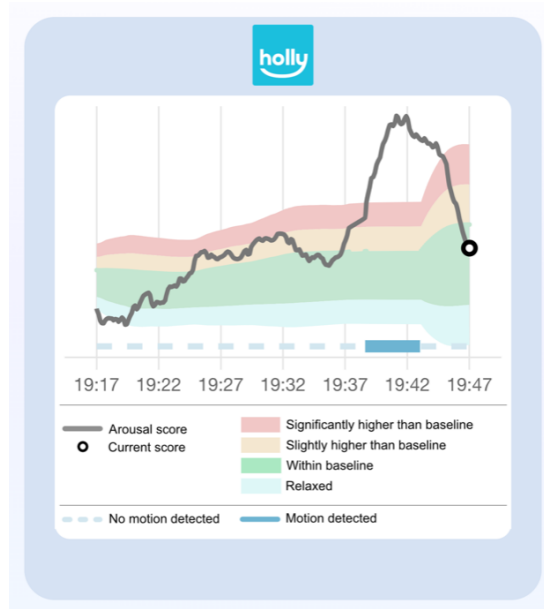
This information can be used to determine an appropriate time to begin intervention strategies and/or calming exercises.

**Notifications on the phone's home screen will look like this:**



## Motion

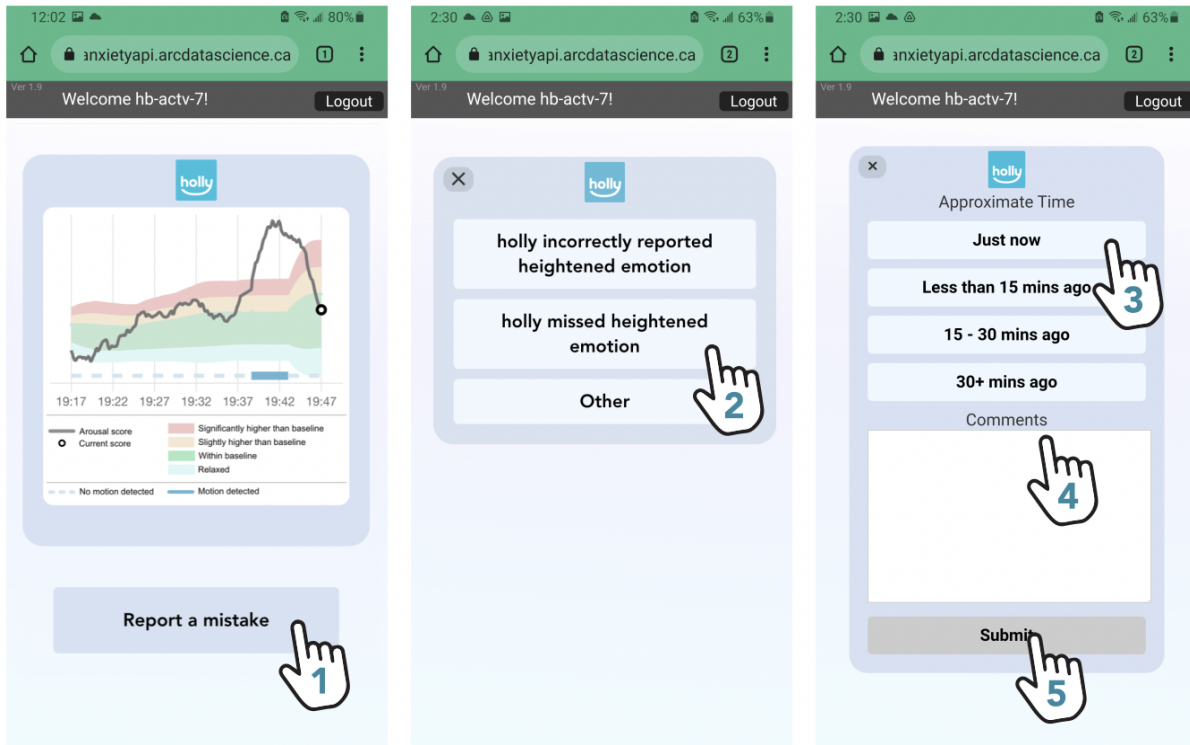
As motion is detected in the user, the motion bar will adjust from a dotted blue line (no motion) to a solid blue line (motion detected). In the example below, it can be seen that the user is in motion from approximately 19:38 to 19:43.



The holly™ algorithm uses motion in order to calculate when emotions are different from baseline.

## Reporting Mistakes

In the event that holly™ incorrectly displays emotion arousal levels, caregivers can report mistakes by following these steps:



1. Tap **report a mistake** on the home screen.
2. Select the most appropriate **type of mistake** to be reported.
  - a. “Holly incorrectly reported heightened emotion”
    - i. For example, an alert was received but the child was not experiencing heightened emotions.
  - b. “Holly missed heightened emotion”
    - i. For example, no alert was received but the child was experiencing heightened emotion.
  - c. “Other”
    - i. Please detail the mistake in the comments section.
3. Select the **approximate time** using the prompts.
4. Enter any **comments** detailing the mistake.
5. Tap **submit** to save and submit the entry.

Note: Closing these pages ( X ) will return users to the home screen **without** saving or submitting the entry.

# Troubleshooting Techniques and Frequently Asked Questions

Below is a list of commonly encountered issues and frequently asked questions. Following each statement is a list of potential troubleshoot techniques. For further information, please contact **Aleena Walji** at [awalji@hollandbloorview.ca](mailto:awalji@hollandbloorview.ca).

## 1. The holly watch face is not showing up on my watch

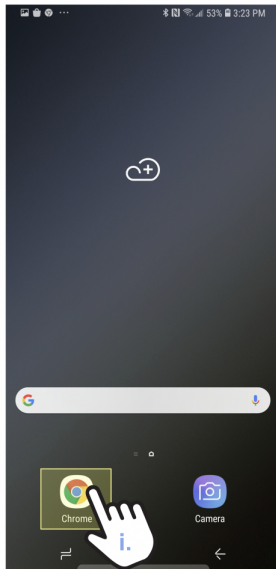
- Tap and hold the watch face, this will open a library of watch faces.
- Swipe left until the holly watch face is found:
- Select holly by tapping on it.



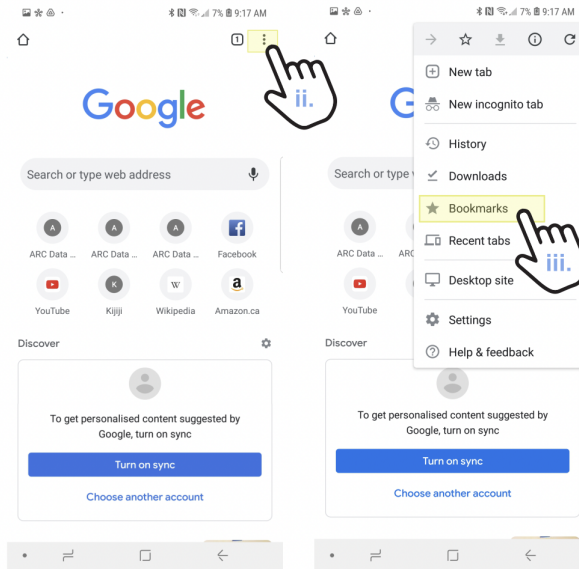
## 2. The companion app is not loaded when I open Chrome.

- Launch **Chrome** from the home screen of the phone.
- Navigate to Chrome **bookmarks** by tapping the three dot icon on the top right.
- Tap **Bookmarks**.
- Tap **holly™**.

Launch Chrome:



Navigate to Bookmarks:



Select holly:



**3. The companion app is not showing a recent date/time under the 'Last Updated' heading:**

- Ensure both the watch and phone are **connected to Wi-Fi:**
  - Go to settings > connections > Wi-Fi > select a Wi-Fi network > tap connect
- Ensure Wi-Fi is set to '**always on**' for both the watch and phone:
  - Go to settings > connections > Wi-Fi > tap always on
- **Refresh** the companion app webpage

**4. I am not receiving notifications:**

- Check the phone **notification settings:**
  - From the home screen of the phone, swipe up and tap on settings (gear icon)
  - Tap notifications > ensure that notifications for Chrome are on (toggle switch is blue not gray)
- *Also see FAQ #5*

**5. I am not receiving sound notifications:**

- Turn on **sound:**
  - From the home screen of the phone, swipe up and tap on settings (gear icon)
  - Tap 'Sounds and vibration'
    - Make sure the volume is on - tap volume and adjust settings to a level in which you can hear notifications
    - Ensure 'Do not disturb' is not on (the toggle switch should be gray)
- Volume can also be adjusted using the volume up/down buttons on the left outer edge of the phone

**6. When I put on the watch, the 'start' button does not pop up:**

- Re-launch the watch face:
  - i. Press and hold the current watch face
  - ii. Scroll right and select a different watch face by tapping it
  - iii. Press and hold the watch face again
  - iv. Scroll right and select the holly™ Demo watch face
  - v. Once loaded, the start button should pop up, if not, restart the watch:
    - Hold the home button until the watch turns off
    - Once off, hold the home button again to turn the watch on again

**7. holly™ is resulting in very inaccurate alerts/notifications or no notifications at all:**

- Remove the watch from the user and wipe down the optical sensor (the backside of the watch face) with a clean, soft, lint-free cloth
- Tighten the wrist band - it should not feel loose on the user
- Re-launch the watch face:
  - i. Press and hold the current watch face
  - ii. Scroll right and select a different watch face by tapping it
  - iii. Press and hold the watch face again
  - iv. Scroll right and select the holly™ Demo watch face
  - v. Once loaded, the start button should pop up
- Refresh the companion app:
  - i. From the web screen of the companion app on the phone, swipe down on the screen in order to refresh



**8. I cannot connect to Wi-Fi on the watch:**

- Ensure Wi-Fi is on:
    - i. Tap **Wi-Fi** and then tap **Wi-Fi** again
    - ii. Select **Always on** and click yes (✓)
- Note:** This will keep Wi-Fi turned on even if the watch connects to other devices using Bluetooth. We recommend using **Always on** so that the watch can regularly upload the app data to the cloud.

