

# eSense Pulse FAQ

(effective 21/02/2019)

**Please consider these tips and tricks before you write Mindfield with a technical question!**

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## General FAQ and Troubleshooting

### **Question 1: How do I perform effective biofeedback-training?**

How does the App work?

How do I use my own audio or video?

How should I interpret the measurements?

Please see our extensive tutorial online at [www.mindfield.de/en/](http://www.mindfield.de/en/) on our pages for eSense products:

<https://www.mindfield.de/en/Biofeedback/Products/Mindfield-eSensePulse.html>

Read the guidelines inside the app, when tapping the “I” button.

For using your own videos in the app, please read this information about supported formats:

<https://developer.android.com/guide/appendix/media-formats.html>

<https://www.macxdvd.com/mac-dvd-video-converter-how-to/iphone-6s-supported-audiovideoformats.htm>

If you need to convert existing videos to a compatible format, you can do this with an online video converter. There are many available in the internet, here is a good example:

<http://www.onlinevideoconverter.com/en>

### **Question 1b: Which App do I need and where can I download it?**

You need the eSense Universal App which is available for free for Android and iOS.

You can download the App here:

Android: <https://play.google.com/store/apps/details?id=com.mindfield.esense>

iOS: <https://itunes.apple.com/us/app/mindfield-esense/id1141032160?mt=8>

Amazon: <https://www.amazon.com/dp/B073VPZ97R>

### **Question 2: The app doesn't find the eSense Pulse**

1. Make sure that not only Bluetooth but also GPS or location is activated on your device. We will NOT determine your location. It is a mandatory requirement of Google / Android that GPS must also

be active when using Bluetooth. We cannot change anything, but have to accept this. No GPS data is used by our eSense App.

2. If you have problems connecting to the eSense Pulse, please check that the eSense Pulse is NOT paired in the Bluetooth settings of Android / iOS. This is not allowed. Otherwise, it cannot be paired in the eSense app anymore. Remove the pairing there if necessary. The connection between eSense Pulse and your Smartphone/Tablet is only established within the eSense App. As mentioned under 1., Bluetooth and GPS must be activated and the eSense App must have received the requested authorization to use these two functions. The query for use comes up the first time the app is started and must be affirmed.

3. If the eSense Pulse cannot be found in the settings of the eSense App, please check the battery. Reset the eSense Pulse once by removing the battery, put on the eSense Pulse WITHOUT battery at the chest strap and remove it again. This triggers the reset. Then, insert the battery again or connect a new battery and the chest strap again. Then try reconnecting the eSense Pulse in the settings of the eSense App.

4. Please make sure to use electrode contact spray. Without bad electrode contact, a connection may not occur.

### **Question 3: Can I use the eSense with my device?**

Please see the pdf document on our products pages (see question 1), under "[eSense Compatibility \(sample list\) \(PDF\)](#)".

### **Question 3b: Which iOS devices are supported? Does the eSense work with an iPhone 7, iPhone 8 or iPhone X?**

The eSense-devices work with the Apple iPhone from 4S, the Apple iPad from 3<sup>rd</sup> generation, the iPad Pro, the Apple iPod touch from 5<sup>th</sup> generation and with the iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, iPhone X, iPhone XR and iPhone XS.

### **Question 3c: Which Android Devices are Supported?**

Android smartphones and tablets from Android 4.4.

### **Question 3d: I have an older device which does not work with the eSense App. What can I do?**

If your Android version is below of 4.1 or your iOS version is below of 9.0, you can use our former apps for the Skin Response or Temperature:

eSense Skin Response for Android:

<https://play.google.com/store/apps/details?id=de.bottledsoftware.esenseskinresponse>

eSense Skin Response for iOS:

<https://itunes.apple.com/us/app/esense-skin-response/id496503504?mt=8>

eSense Temperature for Android:

<https://play.google.com/store/apps/details?id=de.bottledsoftware.esensetemperature>

eSense Temperature for iOS:

<https://itunes.apple.com/us/app/esense-temperature/id502971352?mt=8>

**Question 4: My eSense is still not working. It does not respond if I touch the electrodes or the thermometer or not. I have turned, pressed and changed the Velcro electrodes without any resulting improvement in the measurement. I have followed the instructions in question 1 and taken all other questions in this FAQ into account.**

Please check with at least one other smartphone or tablet device to see if your device is specific for your problem. Please test on an iOS device if possible, as they are known to work fine. For a list of compatible devices please see the pdf document on our products pages (see question 1), under "[eSense Compatibility \(sample list\) \(PDF\)](#)".

If the eSense fails on other devices too (strong fluctuation of values with no reactions) and none of the above questions helps to generate a good signal, you can exchange the eSense at the retailer where you purchased your eSense. Please ask the retailer to send the defect device back to the manufacturer.

If you bought the eSense directly at Mindfield, please follow the [return procedure](#), which you find on our website at „Support“ => „Return procedure“.

## Smart Bulb FAQ (Magic Blue Bluetooth bulb and Philips™ Hue™ products)

The FAQ for both smart bulbs, the “Magic Blue” and “Philips Hue” in combination with the Mindfield eSense sensors. **Please consider these tips and tricks before you contact Mindfield with a technical question!**



Image 1: Magic Blue Smart Bulb in a round lamp



Image 2: Magic Blue beside retail packing

### Magic Blue FAQ

#### Question 1: How do I connect to the Magic Blue?

You connect to the Magic Blue from inside the eSense app. To connect to the Magic Blue, open the eSense app and follow these steps:

1. Choose the eSense sensor you want to use
2. Choose the ‘settings’ (cogwheel symbol)
3. Enable the ‘Smart bulb feedback’ and choose ‘Magic Blue’ as the bulb type
4. Tab on the ‘Choose A Bulb’ button and select the bulb from the list that you want to connect to
5. (You can also test the chosen bulb by tapping on the ‘Connection Test’ button. If the color of the bulb changes by this, the bulb is connected.)

After you have followed these steps, the app will remember the Magic Blue you have chosen (you usually don't need to follow these steps again, unless you want to use another Magic Blue).

You should not pair the Magic Blue by the device generic Bluetooth settings. (Attention: If you pair your bulb that way, you won't be able to find and select the Magic Blue from inside the eSense app. If you did so by accident, simply un-pair the Magic Blue from the generic Bluetooth settings and follow the steps above).

**Question 2: What can I do, if connecting to Bluetooth fails or the Magic Blue is not found?**

Restart the Magic Blue (switch the switch of your lamp off and on again). Especially if the Magic Blue is already switched on more than 1 minute, the Magic Blue stops sending the Bluetooth signal to connect. Restarting activates the signal again and the Magic Blue can be found.

**Question 3: Why can't I find the device when scanning for Bluetooth devices?**

Check the light from the Magic Blue to make sure the Magic Blue is switched on. If there is metal around the Magic Blue (for example a lampshade around the Magic Blue), it could shield the Magic Blue and block the signal.

Make also sure that the Magic Blue is not connected to another phone or tablet already since the Magic Blue can just be connected to one phone or tablet at a time (see also next question).

**Question 4: How many Magic Blue bulbs can I control at the same time?**

You can control one Magic Blue at the same time.

**Question 5: How far can the distance between Magic Blue and phone or tablet be?**

Usually the range is 18 to 30 meters without any objects in between. It will be less with objects between the Magic Blue and your phone or tablet (for example a wall between the Magic Blue and the smartphone or tablet can decrease the range).

### **Question 6: Where can I buy the Magic Blue Bulb?**

We suggest our shop at <https://mindfield-shop.com/en/magic-blue-led-esense.html> or Gearbest at [https://www.gearbest.com/smart-light-bulb/pp\\_230349.html](https://www.gearbest.com/smart-light-bulb/pp_230349.html)

## Philips™ Hue™ FAQ

### **Question 1: Which products from Philips Hue can I use with the eSense app?**

In general, all Philips Hue products are compatible with our eSense App and therefore can be used together with the eSense. We tested the most common products:

- Philips Hue White
- Philips Hue White Ambiance
- Philips Hue White and Color Ambiance
- Philips Hue Go (very nice!)
- Philips Hue LightStrips White and Color Ambiance

For the best experience, we recommend the Philips Hue White and Color Ambiance, because with the colors, the feedback can be enhanced more than with only white colors. Especially we recommend using the Philips Hue Go, as it is mobile with battery and a very nice, complete lamp.

### **Question 2: How do I connect to the Philips Hue?**

You connect to the Philips Hue products from inside the eSense app. As usual with the Philips Hue products, you need to connect to the Philips Bridge first and then you can choose the individual bulbs.

To connect to the Philips Hue products, open the eSense app and follow these steps:

1. Choose the sensor you want to use
2. Choose the 'settings' (cogwheel symbol)
3. Enable the 'Smart bulb feedback' and choose 'Philips Hue' as the bulb type
4. Tab on the 'Change Hue settings' button
5. Choose the 'Find Hue Bridge' tab in the upper right and then choose the plus icon in the lower right. Follow the instructions.
6. Next you can choose the lamp(s) under 'Hue lamps' in the upper left. You see a list of available lamps and you can choose each with the tick right next to it. Selected lamps light up, deselected turn off.

7. (You can also test the chosen bulb by tapping on the 'Test' button. If the color of the bulb changes by this, the bulb is connected)
8. When you have chosen the bridge and the lamp(s), you can leave the menu by tapping on the tick in the upper right corner. The settings are now saved.

After you have followed these steps, the app will remember the Philips Bridge and Hue bulb you have chosen. You usually don't need to follow these steps again unless you want to use another Bridge or another bulb(s).

**Question 3: How many Philips Hue bulbs/products can I use with the eSense app?**

We have successfully tested up to 9 products/bulbs (mixture of different type of bulbs, Hue Go and LightStripe). However, from 3 products and more the reaction time of the products/bulbs slows down significantly (Philips enables a maximum transfer speed of 100ms per signal and per bulb).

Especially if you use several bulbs, a short distance to the Philips Bridge, the bulbs and your smartphone or tablet becomes more relevant. See also the next question about this.

**Question 4: How far can the Philips Hue, the Hue Bridge and the smartphone or tablet be away?**

Usually the range is between 30 and 100 meter, depending on the environment. The range is less with objects in between (for example a wall in between can decrease the range). Also, if the Hue Bridge and your modem should be in another floor level, it can influence the range.

However, the transmission of the signal by Philips is good enough so that there weren't any problems with our tests in normal households with the signal. Just from 4 (and more) bulbs at the same time a recognizable lag can occur, see also the question above about this.

**Question 5: Where can I buy the Philips Hue products?**

You should find the Philips Hue products in every well-sorted electronic store. You can also order online. A list of the on- and offline-merchants can be also found on the page of the Philips Hue: <https://www2.meethue.com/en-us>

We suggest one of the starter kits from Philips for the use with the eSense. This also contains a colored bulb ('White and Color Ambience'): <https://www.amazon.com/dp/B06Y3QXSGX>

We recommend the "Hue White and Color Ambience" for the best experience because with the colors, the feedback can be enhanced more than with only white colors.