



Quick Start Guide

Electronic Instructions for Use (e-IFU)

InfoMate™ Wristband – The Watercolor Edition

1. Device Identification and Description

- Product Name: InfoMate™ Wristband
- Model: The Watercolor Edition
- Manufacturer:
 -  Zigglebee, LLC
 - 1040 Hardees Drive
 - Suite A
 - Aberdeen, MD 21001
 - Phone: + 1 (877) 6-ZIGGLE (1-877-694-4453)
 - Email: support@zigglebee.com
 - Website: www.zigglebee.com

Intended Use

The InfoMate™ Wristband is an assistive wearable device designed to support personal safety, emergency preparedness, and information sharing for individuals aged 4 and up. It is intended for general safety use as well as for individuals with intellectual and developmental disabilities (IDD), cognitive impairments, communication challenges, medical conditions, or other circumstances that may affect speech, orientation, memory, or awareness. This includes, but is not limited to, individuals who are nonverbal, partially verbal, disoriented, at risk of or have a history of wandering or elopement, or who may require assistance during an emergency.

The device enables users or their authorized guardians to voluntarily create and manage a secure digital profile containing non-invasive medical, emergency contact, and personal support information. When the wristband's unique QR code is scanned, the information designated for public viewing is displayed to help caregivers, first responders, educators, healthcare professionals, or members of the public provide appropriate assistance during routine interactions or emergency situations.

To enhance safety and situational awareness, each QR code scan may record the date, time, and approximate location of the scan and notify the registered product owner through the InfoMate™ platform. This functionality can help identify the wristband's last known scan location and better support emergency response, reunification efforts, and crisis management. The recorded location is based on the scanning device's available location services and may not represent the wearer's exact location.

Note: This device is not intended to diagnose, treat, cure, or prevent any disease.

Device Description

The InfoMate™ Wristband includes:

- Non-sterile, hypoallergenic silicone band
- Stainless steel clasp/buckle
- Embedded QR code linked to a cloud-based user profile
- Empowerment badges for personalization
- Optional compartment for a tracking accessory (not included)

Warranty

The InfoMate™ Wristband includes a **one-year limited hardware warranty**, effective from the date the device is activated in the InfoMate™ platform by the registered wristband owner. The warranty status may be viewed at any time through the owner's InfoMate™ Dashboard.

This limited warranty applies only to the physical InfoMate™ Wristband hardware and covers defects in materials and workmanship under normal use during the warranty period. If a covered defect is determined to be the result of a manufacturing or workmanship issue, Zigglebee, LLC will, at its sole discretion, repair or replace the wristband at no charge to the owner.

This warranty **does not cover**:

- Normal wear and tear resulting from regular use
- Damage caused by misuse, neglect, accident, unauthorized modification, or improper storage
- Loss or theft of the wristband

The warranty does not cover subscription fees, software services, mobile or web applications, account services, third-party products or accessories, normal wear and tear, misuse, accidental damage, unauthorized modifications, or damage resulting from improper use. Subscription fees are non-refundable and remain subject to the applicable Terms of Service, regardless of any hardware warranty claim.

To obtain warranty service, users must provide proof of activation and a description of the issue. Email warranty matters to warranty@zigglebee.com.

This limited warranty is non-transferable and applies only to the original registered owner.

Third-Party Accessories: If tracking accessories are purchased, their use, warranty, and any issues must be addressed directly with the respective manufacturer(s).

2. Indications for Use

The InfoMate™ Wristband is a non-invasive, wearable assistive device intended to support individuals—particularly those with intellectual and developmental disabilities (IDD), communication challenges (including nonverbal or partially verbal individuals), or medical conditions that may cause disorientation or wandering.

The device is indicated for:

- General wellness and personal safety purposes by enabling the voluntary sharing of personal and non-critical medical information
- Non-medical monitoring and support, such as storing user-input data to assist caregivers, first responders, or support personnel in identifying the individual and providing appropriate non-clinical assistance
- Use in non-diagnostic and non-therapeutic contexts only

The **InfoMate™ Wristband is not intended to diagnose, treat, cure, or prevent any medical condition**. It is designed solely as an assistive information-sharing and safety device to support general safety and emergency response. It is not a substitute for professional medical advice, clinical judgment, emergency medical care, or emergency response services. In the event of a medical emergency, call 911 or your local emergency services immediately.

Emergency Response Notice: The InfoMate™ Wristband is intended to assist with information sharing only. Zigglebee, LLC cannot guarantee that the wristband will be scanned, that emergency personnel or members of the public will access the information, or that any action will be taken based on the information provided.

3. Warnings, Precautions, and Contraindications

Warnings:

- The InfoMate™ Wristband is not intended for children under the age of 4.
- This device is not a substitute for emergency medical alert systems or professional medical care.
- Not intended for real-time medical monitoring, diagnosis, or treatment of any condition.
- Contains small parts (e.g., clasp, spacer, empowerment badges) that may pose a choking hazard. Keep out of reach of young children when not in use.
- The wristband includes standard clasps and buckles that do not contain locking mechanisms. Users at risk of elopement or self-removal should be supervised accordingly.
- Stainless steel components may have edges that can cause minor abrasions or discomfort if mishandled. Use caution during application or removal.

Precautions:

- **Water Resistance:** The InfoMate™ Wristband is not waterproof. Remove before bathing, showering, or submerging in liquids to avoid potential damage.
- **Allergy Notice:** Constructed with medical-grade silicone and stainless steel. Individuals with known sensitivities to these materials should use caution or consult a healthcare provider before use.
- **Durability:** While made from durable materials, avoid exposure to excessive force, sharp objects, or extreme temperatures, which may degrade or damage the device.
- **Single-User Device:** Each InfoMate™ Wristband is uniquely serialized and registered to one individual profile. Do not reuse, transfer, or share across users.
- **Tracking Limitations:** The InfoMate™ Wristband does not provide continuous GPS tracking or real-time location monitoring. The device's location is only captured when its QR code is scanned. If the wristband becomes separated from the wearer, only the wristband's last scan location (if scanned) can be identified; the individual's current location or condition cannot be determined.

Contraindications:

- Not for users who require real-time, clinical-grade medical monitoring.
- Not suitable for environments requiring waterproof or tamper-proof devices.

Lost Device Guidance:

In the event the InfoMate™ Wristband is lost or misplaced, update the associated user profile in the InfoMate™ Dashboard to reflect a "Lost" status. Include return instructions directing the finder to:

Zigglebee Lost & Found
P.O. Box 670
Aberdeen, MD 21001

Our team checks the Lost & Found PO box regularly. If a wristband registered to you is returned, we will contact the email address associated with your account to confirm ownership and arrange for the device to be shipped back to you.

Please note: Lost or stolen wristbands are not covered under warranty, and no refunds or automatic replacements will be issued unless otherwise provided by a separate protection policy.

4. Additional Warnings and Precautions

- **QR Code Care:** Ensure the QR code remains clean, unobstructed, and legible for accurate scanning. If the device becomes wet, gently pat dry—do not rub or scratch the QR code surface, as this may damage its readability. Inspect the QR code regularly and replace the wristband if readability is compromised.
- **Physical Activity:** Remove the InfoMate™ Wristband during activities that could result in entanglement, impact, or stress to the wristband, particularly contact sports or machinery use.
- **Child Safety:** Keep the device out of reach of unsupervised children, especially those under the age of 4, due to the presence of small components that may pose a choking hazard.
- **Environmental Exposure:** Do not expose the wristband to extreme temperatures, open flame, or submersion in chemicals, solvents, or harsh cleaning agents, as this may compromise the integrity of the materials or embedded components.
- **Subscription Requirement:** Activation of an eligible subscription is required to register the wristband and access cloud-based profile management, scan notifications, scan history, and other connected services. Without an active subscription, platform features will be unavailable.

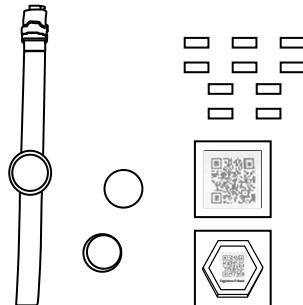
5. Setup and Operation Instructions

Welcome to InfoMate™

Congratulations on purchasing your InfoMate™ Wristband! Your package includes everything you need to set up, personalize, and start using your device.

What's in the Box

- 1x InfoMate™ Wristband
- 2x Compartment Covers
(One pre-installed, one stored on the wristband)
- 10x Swappable Empowerment Badges
- 1x QR Code for E-Manual
- 1x QR Code for E-Book: "Tales of Discovery and Connectivity"



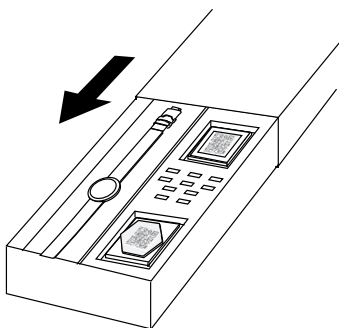
Getting Started With The InfoMate™ Wristband:

<https://www.youtube.com/watch?v=jAbe6Jn04wc>

Getting Started

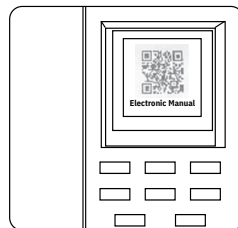
Step 1 Unbox Your InfoMate™ Wristband

Open the package by removing any tamper resistant seals and sliding out the inner box.



Step 2 Access the Electronic Manual

Scan the QR code labeled "Electronic Manual" with a smart device to view the digital product manual. We recommend printing or saving a copy of the manual for your records.

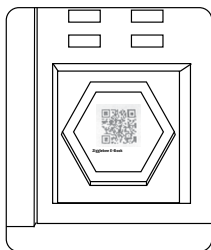


Note: The protective film on the electronic manual can be removed to enhance visibility. The back of the manual contains a built-in magnet, allowing it to be attached to any magnet-friendly surface for easy reference.

Step 3 Explore the Zigglebee E-Book

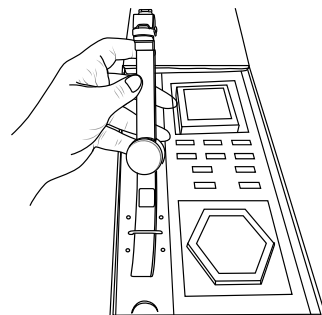
Scan the second QR code to access "Tales of Connectivity and Discovery". This story introduces your family to the mission behind InfoMate™.

Note: The protective film on the e-book can be removed to enhance visibility. The back of the e-book contains a built-in magnet, allowing it to be attached to any magnet-friendly surface for easy reference.

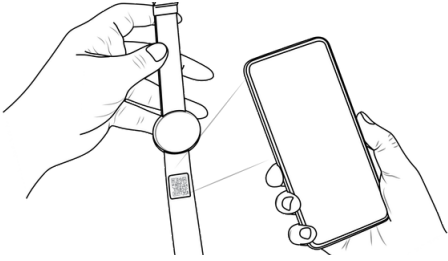


Step 4 Remove Your Wristband

Gently remove the InfoMate™ Wristband from its compartment to begin setup.



Step 5 Take a Picture of the QR Code



Take a clear photo of the device QR code using your smartphone. You'll need this image in Step 11.

Step 6 Access the InfoMate™ Portal

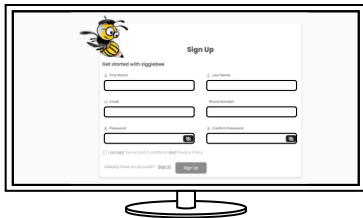


Please note, the initial set up **must be done using a PC**. On your PC, go to:

<https://app.zigglebee.com>

When the welcome screen appears, click “Enter” to proceed.

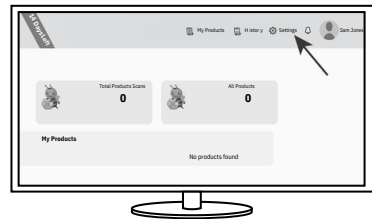
Step 7 Create an Account



Click “Sign Up” and follow the instructions to create a new account.

- Accept the Terms & Conditions and Privacy Policy
- Enable Two-Factor Authentication for added security

Step 8 Account Setup Complete



Your account is now active!

Explore your dashboard to get familiar with the product features.

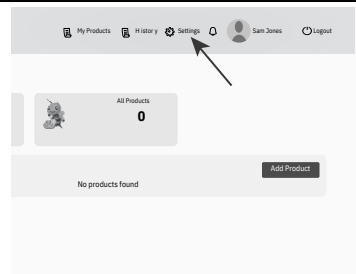
For more info, visit the FAQ tab in the “Settings” page. You may also access the training suite as new videos will be added periodically to showcase product features.

Device Registration & Profile Setup

Step 9 Visit the Settings Tab

Use this section to:

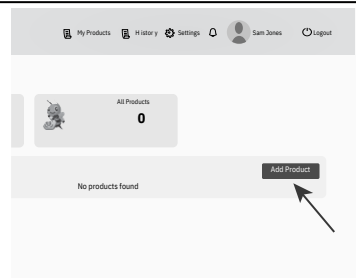
- Manage personal information and upload profile photo
- Update your password and contact information
- Purchase or upgrade subscriptions
- View Terms & Conditions, Privacy Policy, FAQs, E-manual, and training suite information



Step 10 Register Your Device

Navigate to the “My Products” tab and click “Add Product” to begin registration.

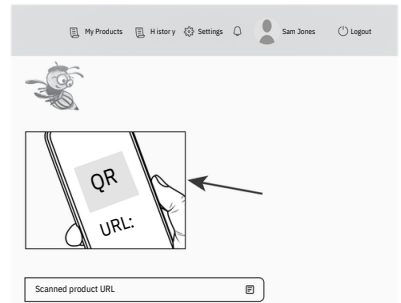
Important Note: Each product added must have an active subscription associated with it. You can activate or upgrade subscriptions in the settings tab.



Step 11 Scan the QR Code (If PC Has a Camera)

If your computer has a camera:

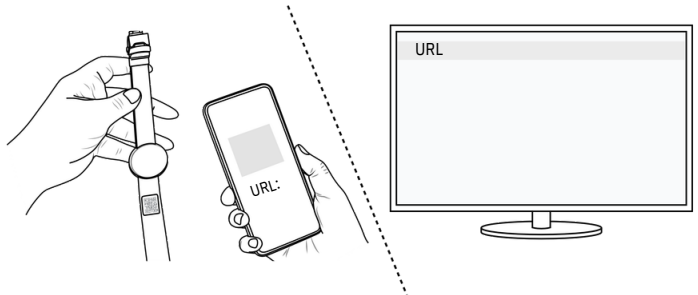
- A pop-up window will open to scan the QR code on your wristband.
- If direct scanning fails, use the saved QR code photo from Step 5. Zoom in if necessary, but ensure the full QR code remains visible.



Step 12 Enter the QR Code URL (If PC Doesn't Have a Camera)

If your PC doesn't have a camera:

- Use your smartphone to scan the QR code on the device
- Copy the URL located on your smartphone and paste it into the designated field on your PC screen



Step 13 Name Your Device

Assign a Nickname to your InfoMate™ Wristband. Choose something memorable and relevant to the wearer—this name will be shown in alerts and notifications. Click “Save” to confirm.

A screenshot of the 'Add Nickname' form in the web portal. The form has a title 'Add Nickname' and a text input field. Below the input field is a 'Save Changes' button. The top right corner of the form shows a 'My Products' link.

Step 14 Create the Wearer Profile

Customize your wristband profile by dragging the desired fields on the left to the designated box. Once the fields are available, you can type directly into the field(s).

You can add things like:

- A wearer photo
- Text, upload files, and other information
- Custom fields (via “Custom” field option)

Note: You must first name the custom field by before populating the text associated with the custom field.

If you have questions on set up, refer to the FAQ section under the “Settings” tab of your portal.

A screenshot of the 'QR Information' section in the web portal. The section has a title 'QR Information' and a 'PHOTO' button with a plus sign. Below the photo button are several text input fields. To the left of the input fields is a vertical list of custom fields that can be dragged into the designated box.

Step 15 Finalize the Profile



You'll receive a confirmation on screen and in your notification bell

- Refresh the homepage if needed.

[illegible]

Ongoing Management & Customization

Step 16 Edit a Wearer Profile

We recommend always confirming the information you added by clicking the “View Detail” detail link associated with the wristband under the ‘QR Code’ column under ‘My Products’.

To make changes:

- Go to “My Products” and click the “View Detail” link
- Click the “Edit Icon”  and repeat steps 14 and 15 (as applicable)

If you have questions on set up, refer to the FAQ section under the “Settings” tab of your portal.

My Products								Add Product	
My Products	Product Category	Nick Name	Product Code	QR Code	QR Warranty	Crisis Management	Date Added	Version History	Actions
IM-128	Complimentary Samples	Justin	SMPL-100	View Detail	12 months	View CMP	07/01/2025	View History	

Helpful tip: You can register up to 5 products under a single account. Each registered product requires its own individual subscription plan.

Step 17 Download the Mobile App

Get the InfoMate™ app from your device's app store and login using your account details entered in Step 7.

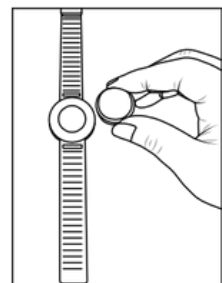
Make sure app/mobile notifications are enabled so you can receive app scan/activity alerts based on your preferences.

Step 18 Adjust the Wristband

For sizing guidance, refer to the FAQ section under the “Settings” tab of your portal. When you ask our chat assistant, it will provide a helpful setp-by-setp video.

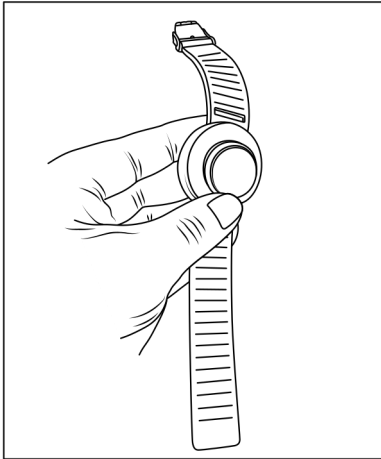
Step 19 Add a Bluetooth Tracker & Customize Your Band

- Remove the silicone cover
- Insert Bluetooth Tracker (sold separately)
- Secure with thin silicone cover (additional cover provided in box).

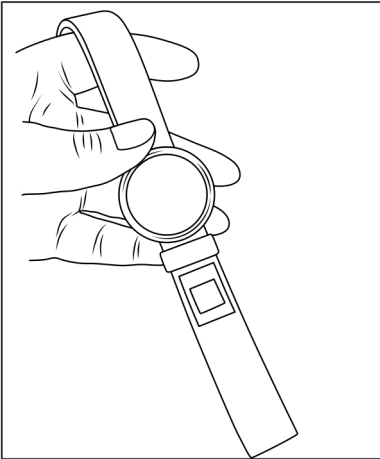


Remove silicone cover

Fun Tip: Personalize your wristband using the included Empowerment Badges!



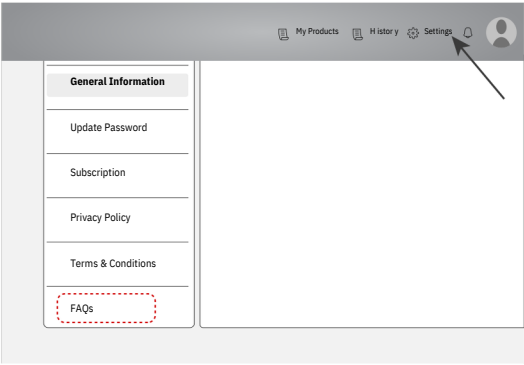
Cover with thin cover (small circle for the cover facing you).



Empowerment badge can be added by sliding over the QR code. **We do not recommend adding more than one badge at a time to avoid covering the QR code.**

Step 20 Learn More

Visit the FAQ tab under “Settings” to learn more about software features, customization options, and troubleshooting.



Need Help?

All setup steps and support resources are available via the E-manual or FAQ section in your account. We're here to help you make the most of your InfoMate™ Wristband experience!

For additional inquiries or to report product complaints, please email : support@zigglebee.com

6. Maintenance and Cleaning Instructions

- Clean with mild soap and water using a soft cloth.
- Avoid full submersion if electronics (e.g., tracking accessory) are attached.
- Clean at least once per week or when visibly soiled.
- Inspect for wear, tear, or damage regularly.

7. Storage and Handling

- Store in a cool, dry place
- Keep out of direct sunlight for extended periods
- Do not bend, fold, or twist unnaturally

8. Disposal Instructions

- Follow local guidelines for silicone or e-waste recycling
- Do not burn or incinerate the device

9. Troubleshooting

Visit FAQ page on your customer profile for troubleshooting information and a list of FAQs.

10. Symbols and Regulatory Statements

Symbol	Meaning
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Manufacturer (ISO 15223-1)



Electronic Instructions for Use



Follow local disposal/recycling guidelines/ Paper box and paper insert



Do not use if package is damaged



1-Year Warranty from date of activation



Non-sterile product



Contains small parts – choking hazard



CE mark – conforms with European health/safety standards

- This device is not intended to diagnose, treat, cure, or prevent any disease.
- This product qualifies as a Class I medical device under 21 CFR § 880.6300 and is exempt from premarket notification procedures.
- CE mark applies if distributed in the EU.

For additional support, email support@zigglebee.com

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