BioSensr™ Instructions for Use

Version 2.19 - November 2026

The BioSensr Platform records surface muscle activity for sports-performance observation using built-in muscle layouts or added single muscles. Guided isometric exercises, including custom protocols, support athlete-specific baseline comparisons; the built-in protocols are recommended starting points for repeatable baseline analysis. Free recording supports observing other suitable movements. BioSensr is not intended to diagnose, predict, prevent, monitor or treat injury or disease, establish recovery or determine clearance to participate in sport.



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The latest version of the Instructions for Use is available at www.biosensr.com

1 Hardware

1.1 Contents

1. 1 x BioSensr container
2. 2 x dual-unit straps and 2 x single-unit straps (current full kit)
    a) Left straps – Teal/blue dual-unit; Teal single-unit
    b) Right straps – Orange/yellow dual-unit; Orange single-unit
3. 4 x BioSensr sensors
4. 1 x USB-C hub
5. 4 x USB-C cables
6. 2 x Spectra 360 electrode gel



Kit shown with dual-unit straps; single-unit straps are not pictured.

1.2 Sensor Insertion

- For each strap, insert each sensor into its slot, aligning the ridges.
- A slight bend may help secure the corners.

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Inserting BioSensr sensors into the strap.

1.3 Cleaning

Sensors:

1. Remove sensors from straps.
2. Rinse under running water and gently sponge clean.
3. Prevent water from entering the USB-C port and allow the sensor to dry fully before storage or reconnection.
4. Wipe dry with a cloth or microfibre towel.
5. For light cleaning, sensors may be wiped with a damp sponge while remaining in the strap.

Straps:

1. Wash occasionally in a cold cycle inside a laundry bag.
2. Air dry only. Do not tumble dry.



Left: Gently wash electrodes with a sponge. Right: Air-dry sensors before storage.

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2 Software

2.1 Installation

Download BioSensr only from **account.biosensr.com**. Sign in with an approved account that has current BioSensr Software access. The account page recommends the installer for the current computer and can reveal another available platform. Use only signed installers downloaded from the BioSensr account.

Mac

1. Requires macOS (Apple silicon, M1 or later).
2. Open the downloaded DMG and drag BioSensr into the Applications folder.
3. If a previous version is installed, macOS will prompt: *“An item named 'BioSensr' already exists in this location. Do you want to replace it with the one you’re copying?”* Click Replace.

Windows

1. Requires Windows 10 or later (64-bit).
2. Open the downloaded Setup executable and follow the prompts. Any previous version will be automatically replaced.

Updates

Installing a software update does not remove stored athlete or session data. An update may recalculate stored percentages and statuses when the analysis method changes, while preserving raw measurements and explicit manual baseline exclusions. Maintain a current backup before updating. User-interface preferences may reset in some update or migration situations.

2.2 Getting Started

1. Open BioSensr.
2. If signed out, click Continue in browser. Account creation, email verification, sign-in and password recovery take place in the normal web browser. After successful sign-in, the browser returns a single-use authorisation result to BioSensr Desktop.
3. A newly verified account remains pending until BioSensr approves it. Full software access requires both account approval and current complimentary, manually granted or paid BioSensr Software access.
4. When prompted, activate the computer for BioSensr access. If the permitted device or seat limit has been reached, confirm replacement of an existing authorised device before continuing.
5. Initial sign-in, approval and access checks require internet. After successful validation, this computer may operate offline for up to seven days from its last

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successful check, never beyond access expiry. Temporary interruptions retain saved sign-in and do not restart this allowance. Open once online after updating.

6. Upon first launch, accept the licence terms. If upgrading from an older Desktop data folder, allow any required folder permission and confirm the copy into local storage.
7. Use Manage > Athletes & Teams > Add athlete, then Save; a de-identified ID is generated automatically. Manage also contains Muscles and Exercises. Changes there save as made; click Save to return to measurements.
8. Settings contains backups, side switching, colours, transfers and account controls. Scroll to see all controls. Switches are green when on and grey when off; click, release a drag, or press Space to change them. Licence and export selections retain square checkboxes. The working data location is shown under Data and backups. Automatic side switching is off by default; saved preferences are retained. When enabled, it selects the opposite side after a valid single-side measurement. Guided Relax cues use blue and Tense uses orange in enhanced mode. Free recording, including custom exercises with Guided isometric turned off, begins with a one-second Relax cue (yellow, or blue in enhanced mode), then uses orange for Move freely.
9. Green Strap Setup and Quick Guide beside Manage open placement and everyday help. Help also offers guides, FAQ Topics, website, policies, feedback and update checks; Mac Help Search finds commands and FAQ questions. Download updates through your approved account. Find the version in the title or About BioSensr. Import and export are in Settings.
10. Use the Simulation team to familiarise yourself with the layout, buttons and results without sensors. It is reserved for the built-in Simulation athlete; other athletes cannot be added or moved into it. Six standard examples are provided: hamstring and calf isometrics on Left and Right, and Free recording on Both. Each Free example has four relaxed/active repetitions followed by two seconds at rest. Examples are added once and do not return after deletion. You can record new Simulation trials. Simulation is not athlete data and must not inform training decisions.

2.3 Demonstration

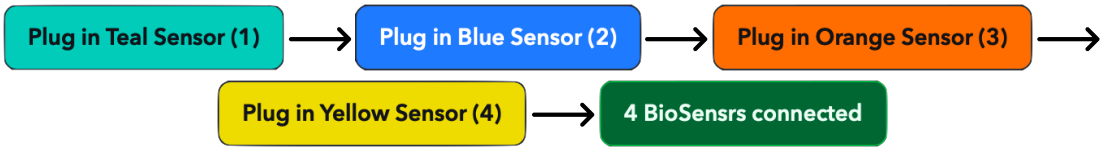
- When signed out, the BioSensr demonstration is non-interactive.
- The signed-out demonstration does not create an athlete, measurement file, local database measurement or operational analytics record.
- Demonstration information must not be used for athlete or training decisions.

2.4 Connecting Sensors

1. Connect the USB-C hub to the computer, but do not plug the BioSensr cables into the hub yet.

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2. Use dual-unit straps for Hamstrings and Calf: Teal/Blue Left, Orange/Yellow Right. Other muscles use single-unit straps: Teal Left, Orange Right. Fit sensors into the strap, cables upwards. Click green Strap Setup beside Manage for placement, gel and fastening guidance. Diagram labels show cable number, colour and muscle; added muscles use a generic diagram.
3. Connect each colour-coded cable to its BioSensr. Select Muscle group, Exercise, Team and Athlete, then click Connect BioSensrs. Plug each cable into the hub only when its colour is shown. Wait until all required sensors are connected. Follow the displayed muscle and side labels.



Dual-unit connection example. Single-unit straps use Teal (1), Left, then Orange (3), Right; Blue and Yellow are unused. Numbers match the physical cable markings. Follow the colours shown.

4. Connect one sensor per colour prompt, allowing 60 seconds each. If sensors are already plugged in or detected together, unplug every sensor cable from the hub; leave the hub connected. The prompts resume when all sensors are unplugged. Reconnection waits up to 30 seconds. If it times out or is cancelled, click Connect BioSensrs and restart with sensor cables unplugged. Help > Sensor details shows the currently connected sensors' version, Serial ID and firmware. Earlier V1 firmware may not report an ID.

2.5 Understanding the Panels

Muscle Activation (Top Left)

- Displays muscle activation in real time or from past sessions.
- Each muscle activation trace uses its own recording peak. The graph does not compare absolute activation between muscles and is not a percentage of baseline. In Free recording, 100% is not a maximum voluntary contraction. Use the results table and the appropriate interpretation for the selected recording mode.
- Guided isometric exercises, including custom protocols, show markers for each contraction period used for the result. Free recording shows the complete recording without contraction markers.
- A guided isometric result summarises activation during its completed contraction periods. All repetitions in a custom guided protocol form one continuous measurement with one overall result, excluding relaxed gaps. Each muscle uses one peak across that measurement. A Free recording result is the time-weighted average over the complete recording, including rest. These values must not be interpreted as force, strength, injury probability or a diagnosis.

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Signal (Top Right)

- Displays the raw EMG signal in real time or from past sessions.
- Signal amplitude varies with recorded activity and may also be affected by movement artefact, sensor contact or electrical interference. Check the recording and sensor setup before interpreting it.

Results

- Guided isometric exercises, including custom protocols, display recorded muscle activation, % of baseline and baseline status. Free recording, including custom exercises with Guided isometric turned off, displays only muscle names and average activation; it has no baseline review, baseline status, % of baseline, reduction, restoration or trend status.
- For guided isometric exercises, status labels include Starting baseline, Within Baseline, Within Baseline - Restoration Pending, Slight Reduction, Moderate Reduction, Marked Reduction, Large Reduction, and Baseline Restored. They describe numerical differences from the applicable baseline, not a medical condition, injury likelihood or training decision.
- After a reduction, Baseline Restored indicates that a valid result has returned sufficiently close to the established baseline and may become eligible for baseline inclusion.
- Within Baseline - Restoration Pending indicates that a result is in the usual baseline range but has not yet met the Baseline Restored requirements. It is not automatically added to the baseline while restoration remains unconfirmed. Neither label indicates medical recovery or clearance.
- Use Previous and Next to review historical measurements. Following a reduction, BioSensr compares the current result with the best valid whole recording from the previous testing day. It selects the recording with the highest mean muscle activation, using the later recording if tied, and uses that same recording for all muscles. Improving indicates a meaningful increase, Declining a meaningful decrease, and Stable no meaningful change. The first result in a new period of reduction has no trend label. These labels are not medical assessments.
- For guided isometric exercises, use Baseline review and the Use as baseline switch to include or exclude a valid muscle result. Baselines are specific to athlete, exercise, muscle and side; each custom guided protocol has its own baseline. Free recording never contributes to an isometric baseline. Retain a consistent protocol and setup; different exercises are not interchangeable comparisons.

Operation Progress and Accessibility

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- The results area shows progress during guided measurements and saved-data updates. Guided progress slows if a contraction takes longer than initially expected; wait for every contraction and the final Relax prompt to finish before automatic saving. Free recording shows elapsed time and continues until Stop. Guided timelines start with the expected duration and expand if needed. Free timelines expand beyond ten seconds as recording continues. History fits the recorded duration to evenly spaced time marks, with a ten-second minimum; the axis may extend slightly beyond the signal.
- Enhanced colour differentiation adds patterns, markers, labels and alternative prompts. Green identifies Save/OK/Yes and help; blue identifies Notes; red identifies Cancel/No/Decline. Buttons fill on hover; unavailable controls dim. Follow labels; native file dialogs use system styling.

Signal Quality

- Signal Quality shows how clearly activity stands out from electrical noise. Guided exercises use the contraction periods, excluding relaxed gaps and the final rest. Free recording uses the strongest full second of activity from each sensor compared with the initial relaxed second. Start Free recording relaxed for one second. Not measured means no quality result is available. Quality is not muscle strength; movement artefact can raise it. Check contact, gel and cables if quality is weak or poor.
- If the pointer is in the orange or red band, check sensor contact, electrode gel, electrical interference, cable connections, and laptop power before relying on the trial.

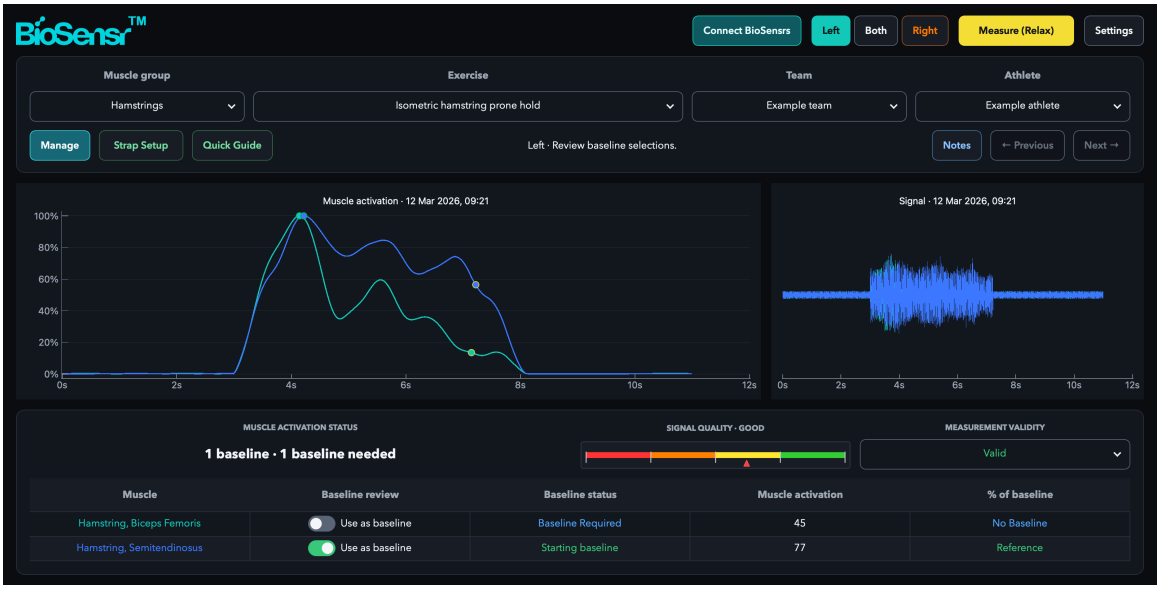
Measurement Validity

- Valid indicates a complete recording, not a guarantee of good signal quality or correct performance of the exercise. Invalid recordings remain in history but are excluded from summaries; guided trials are also excluded from baseline and trend analysis.
- Permanently delete a trial only when its stored signal and result data are no longer required. Deletion cannot be undone within BioSensr.

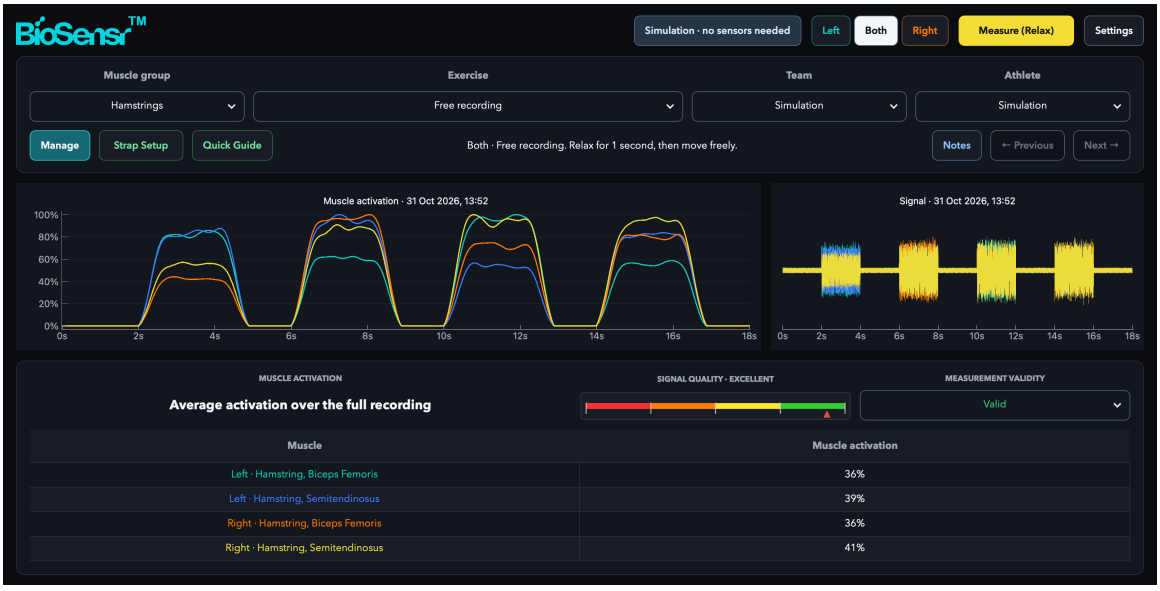
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2.6 Software examples

These screenshots show example data, not real athlete measurements. Guided and Free recording use different results and side views. Mac and Windows use the same controls; menu placement follows the operating system.



Guided hamstring example on Left. The activation graph marks the contraction period; the table shows separate baseline choices and results for each muscle. The first muscle is excluded from baseline use in this supplied example. Both compares separate daily Left/Right recordings for this built-in protocol.



Free recording example on Both. All four sensors appear in one simultaneous recording, with four activity periods. The table shows full-recording average activation, including rest, without baseline columns. The evenly spaced time axis fits the saved recording.

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3 Measurements

3.1 Electrode Gel

For electrode gel preparation, strap placement and exercise instructions, choose Help > Exercise Instructions to open www.biosensr.com/exercises. This link remains available for every exercise and its history. The hamstring prone-hold procedure is described below. Follow the selected muscle locations and all safety precautions for other recordings; a menu entry or custom name does not establish a validated protocol.

1. Use Spectra 360 electrode gel.
2. Fill each electrode cavity ~¾ full.
3. For repeated use on different athletes, wipe excess gel; complete removal is not required.



Four BioSensr sensors with electrode gel.

3.2 Hamstring Strap Setup

1. Use the BioSensr dual-unit straps. Position the sensors over the centre of the biceps femoris and semitendinosus.
2. Place the teal and blue strap on the left leg, and the orange and yellow strap on the right leg.

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3. Keep the sensor cables facing upwards. Do not reverse the dual-unit straps: this can swap the assigned muscle locations. Match each cable colour to its displayed muscle and side.
4. Fasten the straps snugly – comfortable, without restricting movement or blood flow.



Strap placement for hamstring measurement — teal and blue on the left leg; orange and yellow on the right. Ensure sensor cables point upward toward the head.

3.3 Measurement Setup

3.3.1 Single leg (SL) isometric hamstring prone hold

Default setup: VALD NordBord

1. Position **only the test leg** with Achilles tendon secured in the NordBord strap.
2. During contraction, push the test leg **upwards** against the strap.

Alternative setup: Bench

1. Position **only the test leg** beneath a sturdy bench with approximately 60 kg loaded on top to prevent movement or tipping.
2. Ensure the Achilles tendon contacts the underside of the bench so that, during contraction, the test leg pushes **upwards** firmly against it.

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Left: NordBord setup for single leg isometric hamstring prone hold. Right: Bench setup alternative.

3.4 Testing Consistency

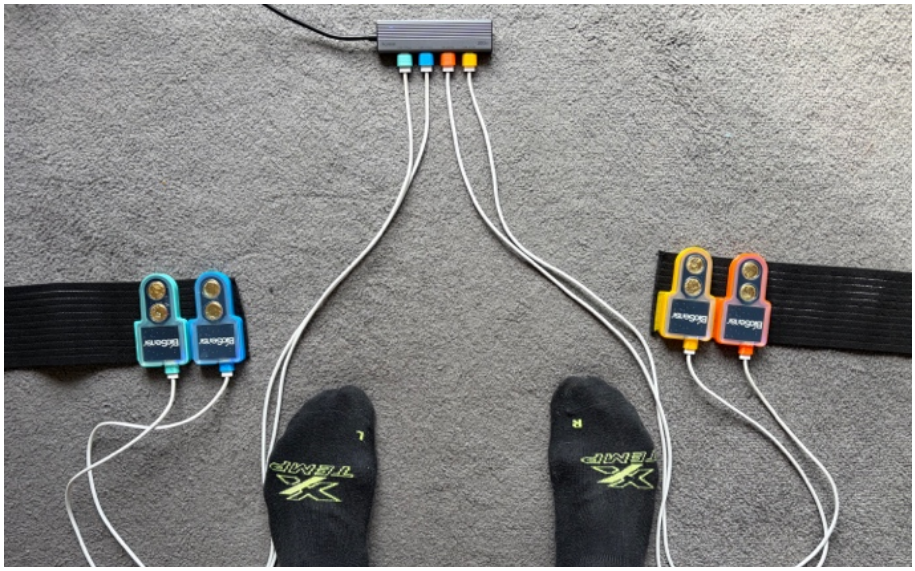
- For repeatable baseline analysis, use a guided isometric exercise with consistent body position, sensor locations, strapping, instructions, contraction effort and testing conditions. Keep each muscle, side and custom protocol in its own comparison. A custom name, repetition count or hold duration does not validate an exercise or establish clinical usefulness. Free recording observes self-selected movements without baseline comparisons.
- Ensure good skin contact and use electrode gel as directed. Where practical, keep the computer, hub, cables, operator procedure, and time relative to training consistent.

3.5 Measurement Execution

1. Select Muscle group (Hamstrings), Exercise (Isometric hamstring prone hold), Team and Athlete.
2. Position the athlete for the isometric hold.
3. Ensure the athlete lies prone with hips level and the foot vertical.
4. Select Left or Right.
5. Click Measure (Relax) and follow the Relax muscles, Tense muscles, and Relax muscles prompts beside the progress bar:
    a. **Relax** – 3 seconds
    b. **Tense** – Maximum Voluntary Contraction (MVC) for 3 seconds (push ankle upward to engage hamstrings while maintaining a neutral hip position)
    c. **Relax** – 3 seconds
6. Wait for Saved · Left or Saved · Right, shown for approximately two seconds. A saved invalid trial also shows Invalid. By default, the recorded result remains on screen; select the opposite side manually to repeat the process. If automatic side switching is enabled and the measurement is valid, BioSensr selects the opposite side.

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7. Remove the straps and place them aside for the next athlete.
8. To stop a measurement manually after it starts, click the measurement button again or press Enter, then confirm that the partial recording should be discarded. The confirmation dialog also accepts Y for Yes and N for No.
9. If a sensor disconnects, BioSensr stops and checks the synchronized data received. A built-in guided trial with a complete all-muscle contraction may be saved as valid; a usable partial capture is retained as invalid. A disconnected custom guided protocol or Free recording is retained as invalid when usable data exist. Completed early repetitions do not make an interrupted custom measurement valid. A capture without usable synchronized data is discarded. Reconnect all required sensors before the next measurement.



Straps ready for the next athlete.

3.6 Free recording and custom protocols

Choose a movement suitable for the athlete and the wired setup. Use the selected muscle layout and appropriate placement. A muscle name or catalogue entry does not validate anatomical placement. Maintain intact-skin contact, electrode gel, secure strapping, dry connections and battery-only laptop operation. Keep enough cable slack for the planned movement; prevent snagging, tripping, pulling or restriction. Stop if the movement causes pain, irritation or unsafe cable tension.

1. Select Muscle group, then Free recording or a saved custom exercise created with Guided isometric turned off. The built-in isometric exercise is first and Free recording is second. Select Team and Athlete. Switching muscle groups keeps the built-in isometric or Free recording mode; switching from a custom exercise selects the first isometric exercise.

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2. Select Left, Both or Right. Both records all selected left and right sensors simultaneously. Connect all sensors required by the displayed layout, even when recording a single side.
3. Click Measure (Relax). Stay relaxed during the initial one-second Relax cue (yellow, or blue in enhanced mode). The button shows Relax for one second, then orange Stop. Perform the chosen movement when Move freely appears. There are no repeated Relax/Tense phases or fixed recording duration.
4. Click Stop or press Enter to finish and save. Check validity, signal quality and the complete traces. The timeline starts at ten seconds and expands on a regular tick grid as needed. Saved history fits the captured duration to evenly spaced time marks, with a ten-second minimum.

The graph uses each muscle's recording peak, not a maximum voluntary contraction or an absolute strength measure. The activation result averages the full recording, including rest. It changes with movement, duration and rest, so do not treat values from different recordings as directly comparable. Free recording has no baseline review, baseline status, % of baseline or reduction, restoration or trend assessment.

3.6.1 Managing muscles and exercises

Manage contains Athletes & Teams, Muscles and Exercises. Hamstrings and Calf are recommended starting groups. In Muscles, choose or type an accessible superficial arm, shoulder, hip or leg muscle, then click Add muscle group. Added groups use single-unit straps: Teal Left, Orange Right. A name or suggestion does not validate placement; follow the safety instructions below.

Added muscles offer Isometric hold first, with a guided three-second contraction, then Free recording. Keep placement and procedure consistent for baseline analysis. Remove muscle group deletes unused groups or archives recorded ones. Show archived history at the top-right of Manage > Muscles or Exercises reveals history. Restore muscle group enables recording, except for excluded placements, which remain history only. Built-in groups stay available.

In Manage > Exercises, choose the muscle group and enter a descriptive name, avoiding personal information. Guided isometric is on by default, with 1 rep, 3 s Tense time and one side at a time. Choose Reps and Tense time; enable Both sides together for simultaneous Left/Right capture, or turn off Guided isometric for Free recording. Click Save exercise to add it while staying in Manage, or the footer Save to add it and return to measurements. Save exercise stays faded green until a name is entered. Select an existing custom exercise and use Rename exercise to change its displayed name while keeping its protocol and history. Definitions are saved locally. Hamstrings and Calf retain two sensors per side; added single muscles use one per side.

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For a custom guided isometric, select Left or Right, or Both when simultaneous sides were enabled. Click Measure (Relax) and follow every Relax/TENSE prompt. All repetitions form one continuous measurement. Each Relax period matches the selected hold duration before the first hold, between holds and after the final hold. Two five-second holds therefore include three five-second Relax periods. Wait for automatic saving after the final rest; cancelling discards the whole unsaved measurement.

Remove exercise deletes unused custom exercises or archives recorded ones while preserving history. Show archived history in Manage > Muscles or Exercises reveals them. Restore eligible muscle groups and exercises to record again. The two built-in exercise choices remain available. Backups and recorded-data transfers retain definitions.

3.7 Sharing Data

To transfer selected athlete data or create a formatted measurement summary, open Settings and use the data-transfer controls:

1. Export
    a) Choose BioSensr data file to create one .biosensr transfer package, or choose Excel summary (.xlsx) to create a formatted workbook. Select the athletes, then click Export selected.
    b) Choose a secure save location and click Save. Import and export start in Documents/BioSensr, then remember their last successfully used folders separately. Both export formats share the export folder. If a remembered folder is unavailable, the picker returns to Documents/BioSensr. Cancelled or failed transfers do not change these preferences. Wait for Exported successfully before moving or opening the file. A .biosensr package contains roster information and measurement signals; store and send it through an appropriately secure channel.
    c) The Excel summary includes the best valid whole guided recording per side and day, including custom isometrics and their contraction-period breakdowns, plus every valid Free recording. Guided tables include baseline results; Free tables show average activation without baseline columns. Notes accompany results, with an additional notes table retaining notes on other valid trials and Both review notes for valid Left/Right pairs. Invalid recordings are omitted. Excel summaries cannot be imported back into BioSensr.

2. Import
    a) In Settings > Data transfer, choose Import and select a .biosensr athlete export or backup. Import adds previously unseen athletes and recordings, skips duplicates and keeps existing local athlete names and teams. It does not replace the full dataset or restore unused custom definitions. The Simulation team is reserved for its built-in athlete. Use V5.4.5 or later to

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import these backups; V5.4.4 supports new athlete exports, and older packages remain readable. Protocol details and measurement notes travel with recordings. If an import stops after adding records, retrying skips completed measurements.

3.8 Reviewing and Managing Measurements

- Select muscle group, exercise, athlete and side, then Previous or Next. Built-in and single-side guided protocols use Both to compare the best valid daily Left/Right recordings; individual side histories retain every trial. The daily choice uses the highest mean muscle activation across one whole recording, using the later recording if tied. A custom guided protocol with Both sides together enabled opens its simultaneous Both captures. Free recording Both also opens simultaneous captures; Left and Right show their respective captures. Enable Show archived history in Manage > Muscles or Exercises to review archived choices; restore them before recording again.
- Click blue Notes on the right of the guidance row to edit the displayed measurement; Save applies changes and Cancel leaves it unchanged. Guided Both comparisons keep Left/Right notes and a review note for that exact pair; simultaneous Both recordings keep shared and separate side notes. Each note allows 4,000 characters. If Save reports a note is too long, shorten it and Save again; the editor stays open. Notes stay in local data, backups and transfers; avoid unnecessary personal information and use secure storage and transfer.
- Inside Notes, Sensor details in the bottom action row shows the sensor version, Serial ID and firmware saved with that measurement. Missing historical details or an unavailable button are grey. Current connections do not fill historical gaps.
- For guided isometric exercises, % of baseline compares activation with that athlete's established baseline for the same exercise, muscle and side. It is not an estimate of injury or recovery. The following baseline rules apply only to guided exercises.
- Baselines are maintained independently for each muscle and side. Starting baseline and Reference identify a result that establishes a starting reference; these labels can also appear in historical measurements. Initial references may be recorded on different days or across several weeks. Only eligible, valid results selected for baseline use contribute to the relevant baseline.
- BioSensr calculates baselines from eligible results confirmed for baseline use, limits the influence of atypical results, and prioritises recent testing history. A single confirmed value can establish a baseline, although normal variability is not yet known. Review an unusually low initial result and turn off Use as

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baseline if it is unsuitable. Automatic filtering does not guarantee that a low initial result will be excluded.

- Invalid recordings remain in history and are excluded from summaries; guided trials also leave baseline and trend analysis. Delete measurement permanently removes signals and results after confirmation and cannot be undone. Free recording shows Deleting measurement, then Measurement deleted. Guided deletion may show Updating while recalculating dependent results. Wait for completion before another edit.
- Validity, deletion and baseline changes can update later guided results. Wait for completion before recording or editing again. If updating fails, close other apps using the files and reopen BioSensr to retry. Signals and manual baseline exclusions are preserved.

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3.9 Data Storage and Backups

- Athlete identities, teams, added muscle and custom exercise definitions, body sides, signals, results, measurement notes and histories remain in the local application-data folder, separate from the installed app. On macOS this is ~/Library/Application Support/BioSensr; on Windows it is %LOCALAPPDATA%\BioSensr. Settings > Data and backups shows the location. Keep working data on the computer and synchronise backups instead. Use V5.4.4 or later for data containing custom guided protocols or measurement notes; do not open it in an older version.
- Online services store limited account, subscription and device-access information required to administer access.
- Optional operational analytics record app-session times and aggregate counts of recording attempts and completions, completed simulations, exports, active and archived athletes, added teams, custom exercises and added muscle groups. Supplied Simulation examples, history viewing and imported recordings do not add new usage. Athlete totals exclude Simulation and describe this computer's current roster; the same people may appear on other computers. These counts do not include athlete identities, raw signals, measurement values, results or health information.
- Pending counts are saved on this computer and sent when the same account reconnects, including after restarting. Unconfirmed counts remain local until online sharing permission is checked and are discarded if sharing is off. Settings shows whether activity is waiting to sync. Turning sharing off stops collection and removes unsent usage counts; no replacement analytics record is sent.
- Back up automatically when closing is enabled by default under Settings > Data and backups. On a normal exit, BioSensr saves a verified BioSensr-Backup-....biosensr file containing the full local roster, custom definitions and recordings in your chosen backup folder. Back up now saves immediately. BioSensr keeps the latest three verified backups there. A forced quit, power failure or crash cannot create a closing backup.
- Unless a backup folder has already been chosen, backups are saved to Documents/BioSensr/Backups. Click Change backup folder to choose an encrypted external drive or secure cloud folder away from the computer. BioSensr remembers it for future backups. Existing backups remain in their previous folder. Working measurements stay local.
- If a closing backup fails, BioSensr offers Retry or Close without a new backup. Check that your chosen backup folder is available. Existing successful backups are retained if a new backup fails.

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- After the normal licence and sign-in steps, BioSensr offers to restore a backup if no saved data is found. Choose Yes and select a complete .biosensr backup, No to start with new data, or Cancel to close. If existing data cannot be safely read, BioSensr offers restore or cancellation. The backup is verified before restoring the complete dataset. Any replaced local folder is kept separately at the location shown. A failed verification or cancelled selection does not replace existing data. Let saved-data updating finish, then check athletes, teams, custom exercises, histories, body sides, signals, notes and baseline choices before relying on restored data or removing retained copies. Interface preferences, licence acceptance and account sign-in are stored separately. See the FAQ or contact support if unsure.

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4 Support

My sensors aren't connecting

- Confirm that the USB-C hub is connected and keep all BioSensr cables unplugged from the hub before clicking Connect BioSensrs.
- Follow the on-screen colour-order prompts.
- Allow 60 seconds for each prompted sensor, or 30 seconds for reconnection. If detection times out, click Connect BioSensrs and restart with sensor cables unplugged. If prompted to unplug sensors, leave the hub connected and reconnect one sensor at a time when the colours resume.
- Check that the laptop is running on battery power. Try a different USB port or cable if the issue persists.

The Signal Quality gauge is in the Orange (Weak) or Red (Poor) zone

- Ensure the laptop is running on battery power (disconnected from mains power).
- Keep sensors and cables away from nearby electronics to avoid interference.
- Ensure no one touches the athlete during measurement.
- Check that all cables are fully seated and not pulled or excessively twisted.
- Ensure proper skin contact and apply adequate conductive gel.
- Tighten the sensor strap slightly.
- Clean the electrodes if the gel has dried.
- Verify correct sensor orientation.

There is no result or a Procedure Error

- For guided isometric exercises, including custom protocols, check that every contraction is complete and follow all Relax and Tense prompts, including the final rest. For Free recording, allow usable signal data to arrive before Stop. Check sensor contact and signal quality and repeat if needed. A very short recording may lack a result or quality reading. Missing guided results must not be used as baseline references.

My measurement stopped

- Stop saves Free recording directly. Cancelling a guided measurement discards the whole unsaved capture after confirmation; earlier repetitions are not saved separately. If sensors disconnect, usable incomplete data may be retained as invalid; no usable synchronized data means no recording is saved. Check connections and reconnect before the next measurement. Review any retained partial capture before relying on it.

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BioSensr cannot access its data folder or connect to my account

- Quit other copies of BioSensr and reopen the app. Check free disk space and folder access restrictions. When copying an older Desktop data folder into local storage on macOS, allow the required folder permission if prompted. Keep live data in the local application-data folder. Reinstalling BioSensr does not remove its separately stored data.
- For account connection problems, check internet, firewall, VPN and organisation settings. Validated offline use lasts up to seven days, capped by access expiry. If another check is required, BioSensr closes normally; saved data stays local and automatic backup runs if enabled. Reconnect and reopen; sign in only if prompted.
- On Windows, allow BioSensr through applicable firewall and security prompts. If local data or the chosen backup folder is blocked, check Windows Security → Ransomware protection → Controlled folder access, or contact the organisation's IT administrator.

Who can I contact for help?

- Contact BioSensr Support at www.biosensr.com/contact or jett@biosensr.com. Help → Send Feedback opens an email draft to jett@biosensr.com with a subject containing Feedback: BioSensr software and the version; review and send it in your email application. Include the operating system, BioSensr software version, connected sensor count and a concise description of the problem.
- Do not submit identifiable athlete information or raw measurement files through an ordinary support request unless BioSensr has arranged an approved secure process.

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5 Safety & Compliance

5.1 Permitted Use

- BioSensr supports guided isometric exercises, Free recording and customer-created exercises. Recommended hamstring and calf protocols support repeatable baseline comparisons; use is not restricted to those exercises. Added muscles use one Left and one Right sensor with single-unit straps. Use accessible superficial arm, shoulder, hip or leg locations where the strap sits securely without restricting movement or blood flow. A muscle or exercise name does not validate placement, movement safety or clinical usefulness.

Do not use BioSensr for deep targets such as Soleus, or place sensors or straps on the head, neck, chest, abdomen or back. Recognised excluded names are blocked; a typed name is not a safety check. Keep cables clear of moving equipment, with enough slack, and never loop them around the head, neck or body. Avoid movements that pull on sensors or create a trip or snag hazard. Stop for pain, irritation, numbness or unsafe cable tension.

5.2 Electrical Safety

- Powered via USB-C to laptop; no internal battery.
- Laptop **must be unplugged from mains** during use.
- Use only supplied or high-quality cables/hub.
- Keep USB-C ports dry; do not immerse sensors.

5.3 Skin Contact & Electrode Gel

- Use on intact skin only.
- Discontinue if irritation occurs.
- Use Spectra 360 gel as per the manufacturer’s guidance. Wipe excess gel off skin after use.

5.4 Data & Storage

- Athlete identities, raw signals, results and histories remain in the local application-data folder and are not uploaded to the BioSensr online account. Choosing a cloud backup folder causes your chosen cloud service to synchronise backup files containing athlete and measurement data.
- Account, subscription and device-access information is stored online. Optional operational analytics contain aggregate usage and setup counts, without athlete identities, raw signals, measurement values, results or health information. Sharing can be disabled in Settings; when disabled, no replacement analytics record is sent.

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- Users are responsible for access control, secure transfer and an accessible backup away from the computer. BioSensr backups are not encrypted by the app. Use an encrypted, access-controlled destination and let cloud synchronisation complete.
- Guided results, including custom protocols, describe recorded activation and numerical comparisons with stored baseline data. Free recordings describe activity relative to each recording's own peak, not a maximum voluntary contraction. A custom protocol does not validate a movement or make different exercises comparable. All results are informational and must not be interpreted as force, strength, injury probability, diagnosis, recovery, readiness or clearance to participate.

5.5 Environmental Conditions

- Indoor, dry use only.
- Avoid high humidity or strong electromagnetic sources.

5.6 Liability

BioSensr is provided for informational sports-performance monitoring. Users are responsible for appropriate supervision, safe movement selection, correct setup and interpretation within these instructions. Nothing in these instructions excludes, restricts or modifies a right or remedy that cannot lawfully be excluded, including applicable Australian Consumer Law rights.

5.7 When Not to Use BioSensr

- Do not use on broken or irritated skin.
- Do not use with individuals who have implanted electronic devices.
- Do not use near MRI systems or other high-energy equipment.
- Do not use in wet environments.
- Do not use while the laptop is connected to mains power.

5.8 Durability & Maintenance

- BioSensr sensors have undergone bend and flex testing. This testing does not establish a guaranteed service life. Handle each sensor and cable with care.
- Ensure sensors and straps are clean and completely dry before storage.
- Disconnect cables by the plug rather than pulling on the wire. Protect USB-C ports, avoid tight bends, crushing, or sustained cable strain, and store components in the supplied container when not in use.

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