MUSE: THE BRAIN SENSING HEADBAND
FREQUENTLY ASKED QUESTIONS

TOP QUESTIONS

WHAT IS MUSE: THE BRAIN SENSING HEADBAND?

Muse is a personal meditation assistant that can help take your meditation practice to new heights. Great for beginners, Muse gives you accurate, real-time feedback on what's happening in your brain while you meditate, providing motivational challenges and rewards, and tracking your progress over time. Consisting of a lightweight, comfortable brain sensing headband that connects wirelessly to your phone or tablet; and an award winning, easy-to-use application, Muse makes meditation easier.

WHY WOULD I WANT TO USE MUSE?

Many people try meditation, or want to try, but feel it's too hard, aren't sure they are doing it right, find they don't have the time, or find it challenging to form the habit. It doesn't have to be that hard. Muse is designed to help those new to meditation learn to meditate and form the habit of a regular and rewarding practice. Muse starts you with short sessions and gives you guidance by way of real-time audio feedback, so that you more easily learn when your mind is wandering and are cued to bring it back. Muse rewards you for your achievements, making sure it's fun and motivating to train with Muse.

HOW CAN MUSE HELP ME MEDITATE?

Muse is the only personal meditation assistant that gives you accurate, real-time feedback on what's happening in your brain while you meditate. Muse's guided meditation exercises walk you, step by step, through the process - making it easy to start and maintain a regular and rewarding meditation practice that fits your busy life.

As you begin the session you're welcomed into a natural environment where the weather reflects what's happening in your brain. Listen to peaceful waves lapping on the shore and birds singing when you're focused. This sound reflects the state of your brain from moment to moment. When your mind inevitably wanders, the birds will fly away and you'll hear the weather change - reminding you to bring your attention back to the moment. As you learn to keep the winds calm, you are learning to keep your mind calm. After each session, open your eyes and see the results on your mobile device. You can see your session results, as well as previous results, so you can track your progress. Using Muse, you can also set personal goals to help keep you on track.

WHAT TYPES OF BRAINWAVES DOES MUSE MEASURE?

Muse detects a full range of brainwave activity. Brainwaves are typically broken up into five bands and Muse detects all five bands. The five bands are:

- Delta waves which are most present during sleep.
- Theta waves which are associated with sleep, very deep relaxation, and visualization.
- Alpha waves which occur when relaxed and calm.
- Beta waves which occur when, for example, actively thinking or problem-solving.
- Gamma waves which occur when involved in higher mental activity and consolidation of information.

WHAT IS INCLUDED IN THE BOX?

Included in the box is one Muse headband, a micro-USB charging cable and a Quick Start Guide. The free Muse app can be downloaded from the Amazon Appstore.

I CAN'T COMPLETE A SESSION DUE TO SIGNAL QUALITY PROBLEMS—WHAT NOW?

Whether you're having trouble getting the colors of the Headband Status Indicator to fill in or your sessions are being interrupted with signal quality problems, there are a few things you can try to find a fit that works for you.

Muse is a sensitive device and it requires good contact with your skin to detect your brain signals. To ensure a good connection, try the following:

1. Ensure your Muse headband is fully charged.
2. Tap the bottom of the signal quality check screen and swipe through and make sure you have followed each of the instructions there.
3. If it still doesn't work, try dabbing a touch of water on the headband's sensors can help establish an initial connection.
4. Make sure your skin is clean and the headband is clean where the sensors make contact with your skin. Make-up, or the buildup of natural oils of your skin, can form a barrier that blocks the electrical signals from reaching the sensors. Try wiping your skin with a damp cloth.
5. Ensure you have a good fit with your Muse headband. Adjust the size a few times and try to see if it works. The headband should push the sensors against your skin with a gentle pressure - experimenting with different sizes can help you find the right pressure to use.
6. Make sure there's no hair between the sensors and your skin, especially behind the ears.
7. Keep your eyes closed and relaxed during your calibration to avoid unwanted interference.
8. The headband will not function properly if your app is set to the wrong region setting—make sure the selected region in your app's settings matches where you are right now.
9. If you still can’t get a good signal, contact Customer Care and we’ll be happy to help.

MY MUSE HEADBAND WON'T CONNECT TO MY DEVICE. WHAT SHOULD I DO?

In order for your headband to connect with your device, it must be paired first. Once the headband is paired with your device, it should automatically connect when you open the Muse app. However, if you are having difficulties follow the troubleshooting instructions, below.

Troubleshooting: Ensure that your Muse is fully charged and that you have downloaded and installed the app. Then, try these troubleshooting steps:

Step 1: Force quit the app. To force quit the app on iOS devices: press the Home button two times quickly. You'll see small previews of your recently used apps. Swipe left to find the Muse app. Swipe up on the app's preview to close it. To force quit the app on Android devices: open the Settings menu on your device. Then touch Apps. Select the Muse app from the list. Touch Force Stop.

Step 2: Hold the power button on your Muse headband for 6 seconds until the lights are flashing.

Step 3: Open your Apple device settings and find the Bluetooth screen. Enable bluetooth, and wait for it to scan for devices. When Muse appears in the list, tap it to pair and wait a few moments for a connection.

Step 4: Open the app and click Start Session.

DO I HAVE TO CHARGE MY MUSE BEFORE USING IT FOR THE FIRST TIME?

Yes, it is required that you charge your Muse prior to your first session. We recommend charging your Muse via a USB wall charger, which you would typically use to charge a mobile device. Just plug the micro USB cord provided into the charger and it should take no more than 3 hours to fully charge the Muse. We do not recommend charging your Muse with the micro USB cord provided via your computer, as it will not provide a suitable charge. You will know your Muse is fully charged when you see the lights move back and forth in a wave pattern (while still plugged in). If Muse has not completed charging, only the middle light will be on. You can also check the level of charge at any time by turning on your Muse, then tapping the button again to see how many lights show up. If you want to check the charge level while doing a session, check the battery icon located in the center of the headband status indicator.

HOW DO I DOWNLOAD THE MUSE APP?

The free Muse app can be downloaded from the Amazon Appstore. Search for "Muse app".

COMPATIBILITY AND ACCESSIBILITY

WHAT DEVICES ARE COMPATIBLE WITH MUSE?

Muse is compatible with a wide range of Apple and Android devices.

APPLE
iPhone® 4S and higher
iPad® 3 and higher
iPad® Mini 1 and higher
iPod® Touch (5th Gen) and higher

ANDROID
Muse works best with high-end devices which have Android 5.0-5.1.1. It may work with Android 4.4, depending on the specific device, but anything below Android 4.4 is not supported. Muse requires Bluetooth LE 4.0 or higher.

Some examples of fully supported devices:
Samsung Galaxy Note 2
Samsung Galaxy Note 3
Samsung Galaxy Tab S
Samsung Galaxy Tab 3
Samsung Galaxy S5
Samsung Galaxy S6
Nexus 6 (Motorola)
ASUS ZenFone 2 Z00ad
Moto G, XT 1034, 1st gen (only with Android 5.0+)

Some examples of unsupported devices:
Moto G 3rd gen
Google Nexus 7 (Asus)

CAN I CREATE MULTIPLE USER ACCOUNTS?

Yes. Multiple people can use Muse by creating different accounts on your mobile device using different email addresses.

WILL MUSE WORK WITH MY DESKTOP OR LAPTOP COMPUTER?

The Muse app is not available for desktop or laptop computers. However, if you are a developer, researcher, or engineer, our SDK and research tools are available for some desktop and laptop computers with Windows, Mac OSX or Linux.

Visit developer.choosemuse.com for more details.

CAN MY CHILD USE MUSE?

The Muse headband is designed with a flexible and adjustable headband that fits most adult head sizes; however, children's heads are sometimes too small to get a good fit and strong connection to the sensors. For this reason, we recommend Muse for individuals of 16 years of age or older. For more information please review our End User License Agreement.

BLUETOOTH PAIRING & CONNECTION

HOW DO I KNOW IF MY HEADBAND IS PAIRED AND CONNECTED?

On an apple device, check your iPhone or iPad's Bluetooth settings. If Muse shows up in your list of Bluetooth Devices, it has been paired. If it says "connected" and all five lights on the headband are on and solid (not flashing), you're paired and connected.

When pairing an Android, the lights on your Muse headband will continue to flash until you open the app, at which point the headband will connect and the lights will become solid (not flashing).

CAN I USE OR PAIR MY MUSE WHILE IT IS PLUGGED IN AND CHARGING?

No. Muse cannot be paired or used while it is plugged in and charging.

FIT & SIGNAL QUALITY

WHAT IS THE SIGNAL QUALITY CHECK SCREEN WHERE I FILL THE SCREEN WITH COLOUR?

Before each calibration and each session, Muse checks to see if your headband is turned on correctly and is getting a good signal. This screen checks for 3 seconds of good enough signal quality to do a session. This step is designed to prevent you from starting a session which will be unresponsive and unpredictable due to an improper headband fit.

Even after you get the colors fill in, we recommend making a continued effort for the best fit possible. The better signal quality you have, the more accurate and responsive Muse will be.

CAN MUSE BE WORN WITH EYE GLASSES?

Yes. Muse was designed to be worn comfortably with eyeglasses and should not interfere with any eyewear or prescription eyeglasses. Many Musers practice regularly with glasses on. You may need put some additional effort in to making sure the rubber ear sensors of your Muse headband are touching the skin behind your ears.

Occasionally, we come across a case where a certain pair of glasses causes trouble, usually because they are made of metal or include conductive metal parts. If you think this might be

happening to you, try a different pair of glasses during your Muse sessions. If you are still having trouble, note that you don't need to look at the screen for the majority of your session. You should be able to take you glasses off once you start a session.

IS THE MUSE HEADBAND ADJUSTABLE?

Yes. Not only is it adjustable, we highly recommend you adjust it! Everyone's head is different, so try pulling the earpieces in and out of the forehead band to adjust the headband's size (similar to adjusting a pair of headphones).

The Muse headband is designed to fit most typical adult heads. Not only was it ergonomically designed for comfort and fit, but we were also concerned with finding a shape that could fit snugly and apply the right amount of pressure to get good signal quality. This is why adjusting your headband size is important. Even if it's comfortable, your size may not be providing ideal conditions for good signal quality. Adjust your headband a few times until you find a size where it's easy for you to get good signal quality in the app relatively quickly.

CAN I LIE DOWN WHILE USING MUSE?

Muse is designed to be used while sitting in a comfortable upright position. Of course, you can explore and experiment with Muse however you want, but note that we cannot guarantee good signal quality or an accurate experience if you are not practicing in an upright position.

SESSION RESULTS AND OPTIONS

WHAT TYPE OF MEDITATION DOES MUSE TEACH?

Muse's guided exercises help you discover how Muse's real-time audio feedback assists you in learning focused-attention meditation using the breath as a focus point. This scientifically-validated technique is great for beginners and included as a starting point in many different traditions.

Muse's introductory sessions cover different techniques and exercises that help you build a consistent practice with Muse (currently available on Apple devices only - Android coming soon!):

1: Intro to Muse: An introduction to how Muse works, explaining the purpose of calibration and demonstrating how the real-time weather feedback works.

2: Training a Puppy: Uses the metaphor of training a puppy to reinforce that there's no need to be self-critical - meditation practice is a long-term pursuit.

3: Sensation of Breath: This session guides you to pay close attention to the sensation of breath during your practice.

4: Counting Breaths: Introduces counting breaths as an alternative exercise you can use to stay focused.

5: Sitting Comfortably: Helps you understand how to approach posture when meditating and guides you toward a comfortable upright position.

6: Finding Your Soundscape: Explains why Muse has different soundscapes and engages you to befriend and be aware of the sound feedback.

7: Dealing with Distractions: Encourages you to be curious and explore your distractions instead of wrestle with them.

8: Working with Discomfort: Introduces the idea of using discomfort as an opportunity to train yourself to respond instead of react. Also explains why a daily routine is important.

9: Lowering the Bar:Reminds you that just sitting is enough. Encourages you to completely let go of results and enjoy the session because sometimes that's exactly what you need.

10: Bridging to Daily Life:Concludes the course by emphasizing non-judgment and long-term expectations with a big picture view of meditation with Muse.

HOW LONG IS EACH SESSION?

It's up to you! You can change your session length in the Muse app. Sessions can be as short as 1 minute or as long as a full hour. Before each session you'll need to complete a one-minute calibration exercise.

HOW DO I READ MY SESSION GRAPH?

Muse measures your brain's natural electric field from outside your head while you meditate. At the end of your session, you are presented with a graph that presents these data in a way that helps you reflect on that session. The graph divides your session into three regions:

Active: This is time spent with a wandering mind. Your attention was fluctuating.
Neutral: This is your natural resting state. Your attention isn't fluctuating, but you aren't deeply focused either.
Calm: A deep restful focus on your breath. These are moments when you're truly concentrated on your breath.

The percentages for calm, neutral and active represent the proportion of time spent in each state during the session. Note that Muse is tailored to focused attention on breath. Other meditations may lead to unexpected results.

HEADBAND CARE & MAINTENANCE

HOW DO I CLEAN MY MUSE HEADBAND?

To clean your Muse headband, you can use a small amount of rubbing alcohol on a cotton swab, and gently rub the forehead band sensors and rubber earpieces. Make sure to not use too much rubbing alcohol - just dab the cotton swab and lightly rub the entire surface of your Muse headband. You can wipe the plastic casing and the rest of your headband down with a cloth that has been lightly dampened with water.

HOW OFTEN SHOULD I CLEAN THE SENSORS?

If you are using your Muse headband regularly, it should be cleaned at least once a week. For best results, clean Muse before every session.

HOW DO I CARE FOR MY MUSE HEADBAND?

Your Muse is a sensitive device and should be treated with care.

- Do not get Muse wet or submerge it in water or other liquids.
- Do not expose the headband to extremely high or extremely low temperatures.
- Note that prolonged exposure to sunlight may cause discoloration of some parts.
- Protect your Muse from sunlight when not in use.
- Do not open, disassemble, or attempt repair of your Muse.
- Avoid dropping Muse, and protect it from sudden impact.
- Muse is flexible, but should be protected against extreme bending to prevent damage.
- Clean your headband regularly.

CUSTOMER SUPPORT

WHERE CAN I GET ADDITIONAL CUSTOMER SUPPORT?

Our customers come first, if you have any questions we are here to help. Contact our Customer Care Team at:

customercare@choosemuse.com
choosemuse.com/faq
1-888-508-6873

WARRANTY

WHAT IS THE MUSE WARRANTY?

Muse is warranted by InteraXon to be free of defects in materials and workmanship, under normal use, for a period of one (1) year from the date of the original purchase of the new

Muse (the “Warranty Period”).

This Limited Warranty excludes damage resulting from: (i) improper care or handling (including, without limitation, proximity to moisture or heat), (ii) accidents, (iii) modification, (iv) unauthorized repairs, (v) use of the Muse with accessories, products, services or software applications not expressly approved or provided by InteraXon, (vi) use of Muse in a manner contrary to, or not in accordance with, the documentation, guidelines or instructions provided by InteraXon, or (vii) other causes which are not defects in materials or workmanship of Muse. This warranty does not cover a used Muse, or a Muse marked as “sample” or sold “AS IS” and only extends to a new Muse purchased by you from InteraXon or an authorized InteraXon retailer.

If there is a covered defect, InteraXon will repair (with new or refurbished parts) or replace your Muse free of charge or issue a refund at its discretion. The Warranty Period for the repaired or replaced Muse will expire upon the expiration of the original Warranty Period (except to the extent InteraXon is expressly required by law to provide you a longer Warranty Period for the repaired or replaced Muse).