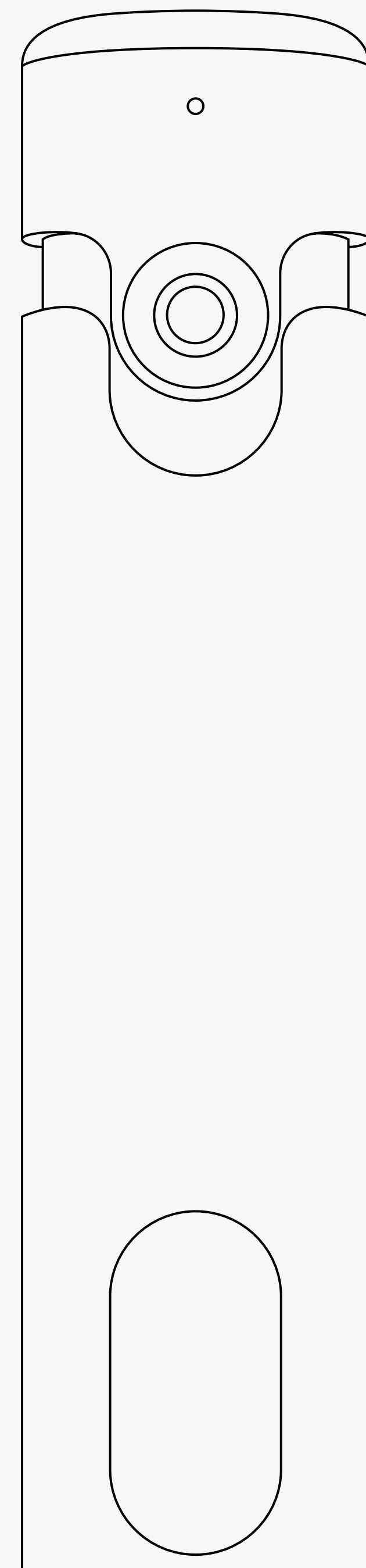




a survival guide

for pioneers





at unboxing

should you experience any issues during unboxing, please refer to the following checklist to help guide you through set up. it may be helpful to tick items off as you go:

starting checklist

01.1 ensure emails from sofi are not being marked as spam

01.2 update to the latest version of your sofi app

01.3 when in doubt, restart your app (for both Android or iOS)

01.4 turn bluetooth off and on + enable location services

01.5 ensure your sofi pod is fully charged



updating app

to install the latest version of the sofi app please use the links below:



Android

support.sofi.health/android



iOS

support.sofi.health/ios

while most iPhones will update applications automatically, Android phones are likely to require a manual update



turning bluetooth off/on

turn off, wait for ten seconds, then turn back on the bluetooth on your mobile device

- ✦ unless you have to turn bluetooth off or be in airplane mode (which may turn your bluetooth off depending on smartphone), it is advisable to keep your phone's bluetooth on throughout the pioneer program. toggling bluetooth on and off commonly results in inconsistent pairing

every time that the sofi pod is used, in order to journal and capture a spray, it needs to be paired with the app - live. keeping bluetooth on means that, once paired, it is unlikely for your smartphone to drop the bluetooth bridge between the sofi app and sofi smart pod

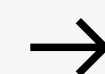


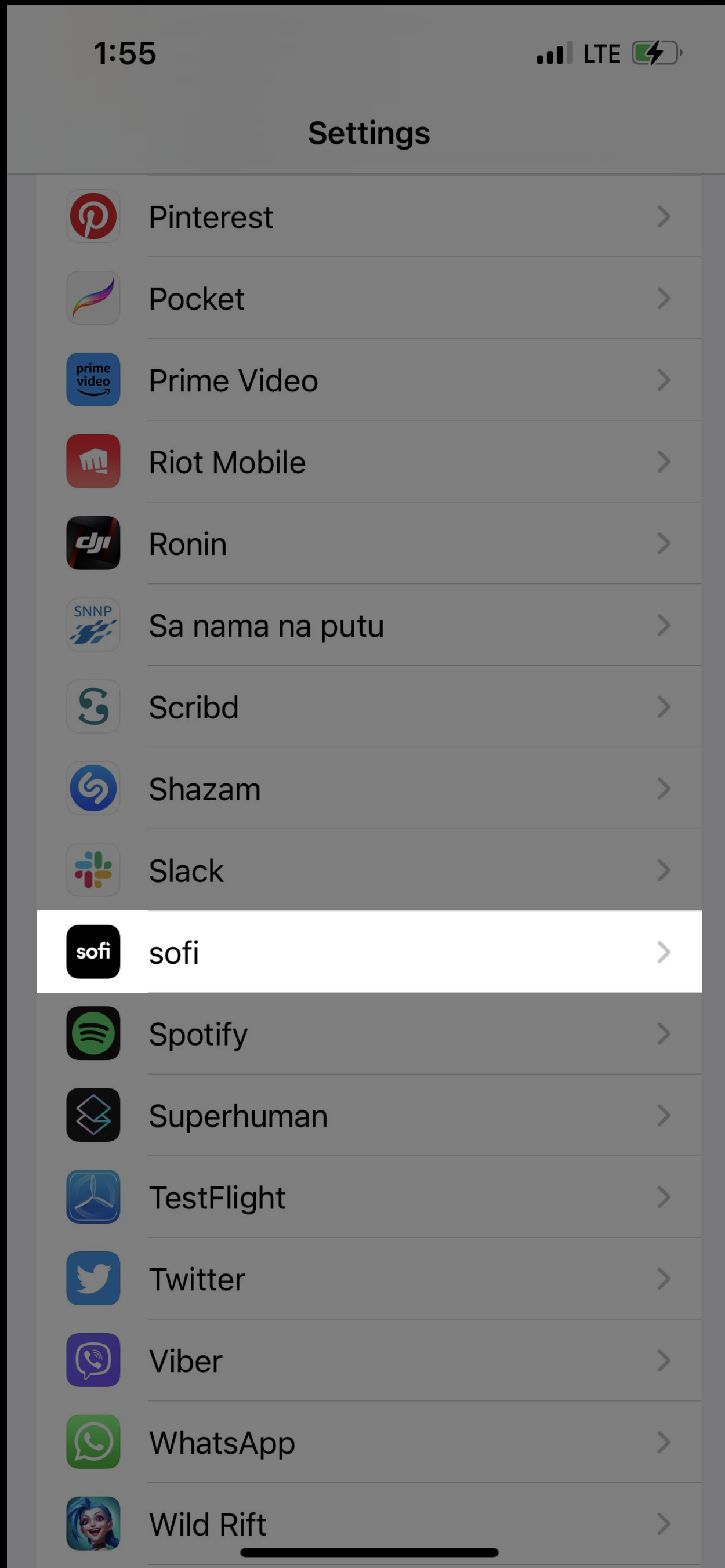
enable location services

enabling location services while using the sofi app can be crucial to successful bluetooth pairing between the sofi pod and your phone

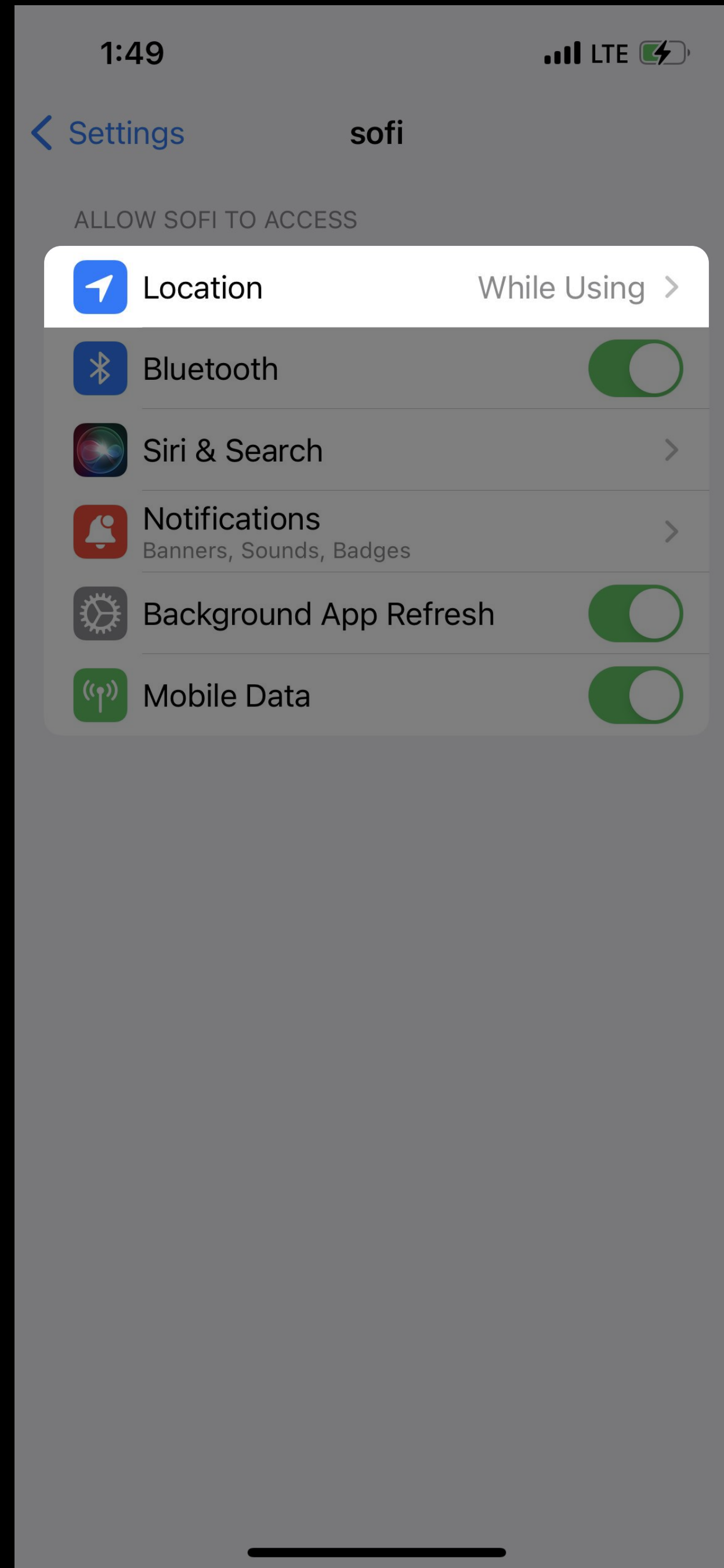
locate the sofi app within the settings section of your phone, and select location. then, make that location sharing is switched on and is allowed while using the sofi app

illustrated preview on next page

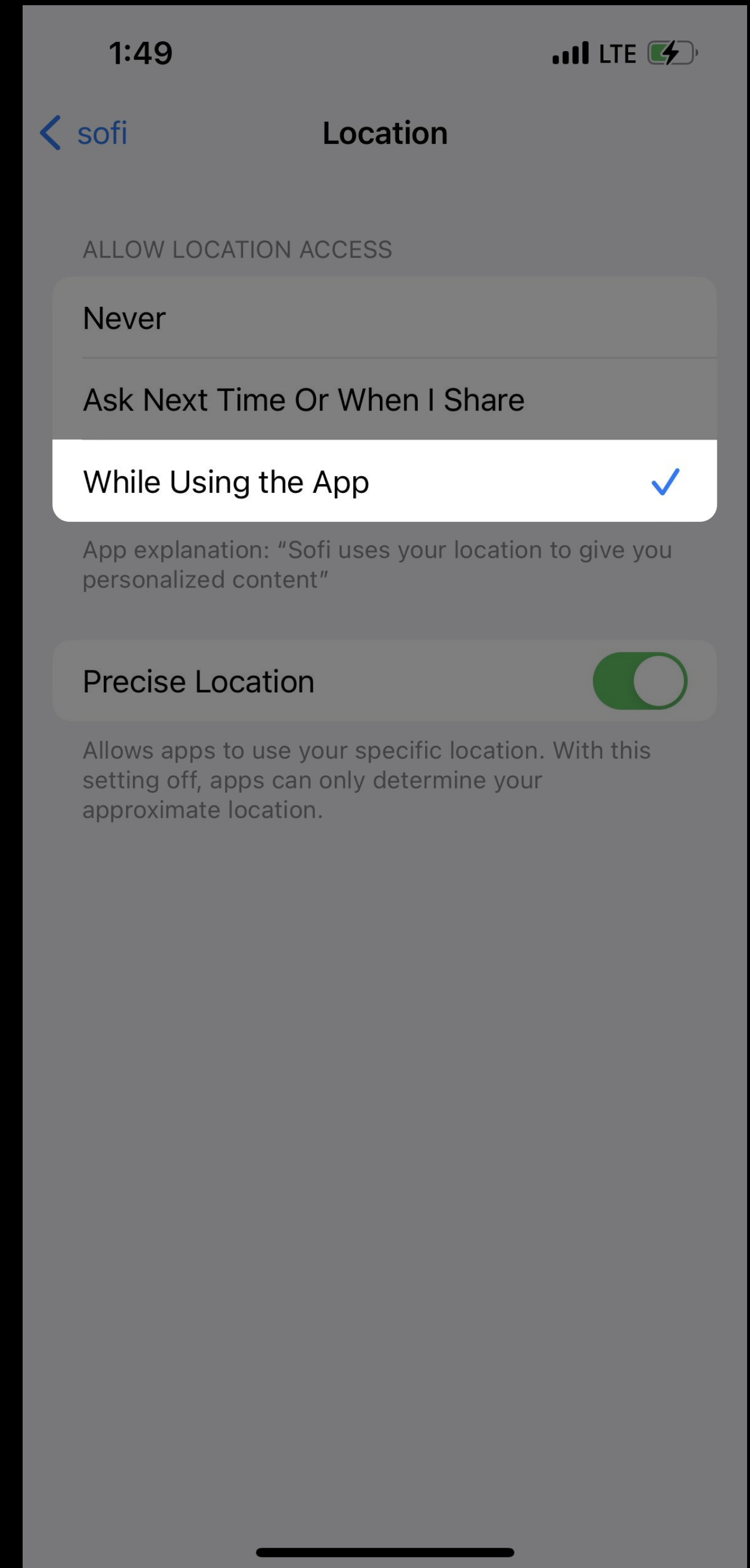




001



002



003



ensure that sofi pod is charged

to activate your system, begin by charging your sofi smart pod

use a standard USB-C cable for approximately 60 minutes. the red light will indicate that your pod is charging, when the light goes out it means your pod is fully charged

- 🔒 the current battery runs out approximately every 7 days, as it is continuously pinging data to and from your sofi app (twice per every second - that's a heart beat of 120 bpm!)

as charging time from empty to full only takes one hour, we recommend regularly charging your sofi pod so it remains connected to your sofi app at all times

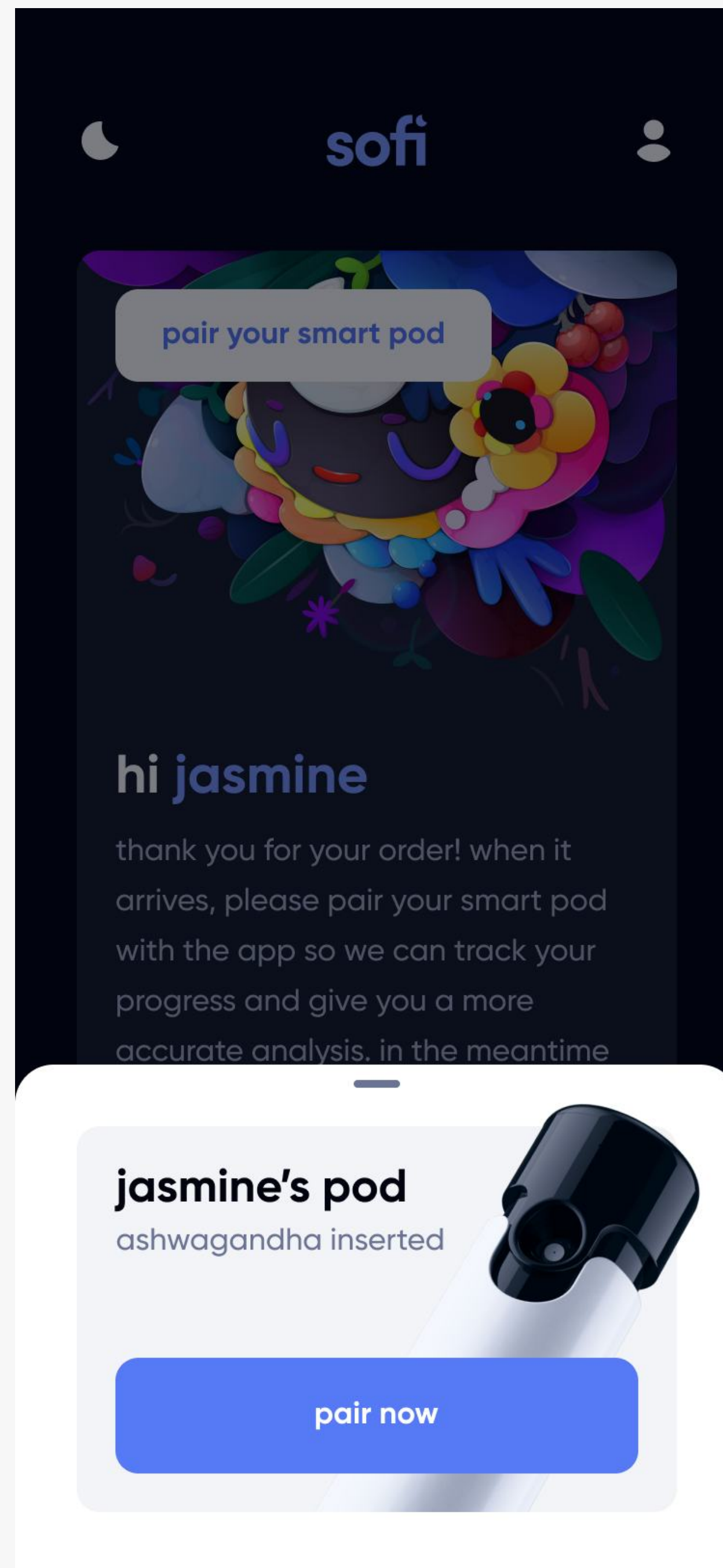
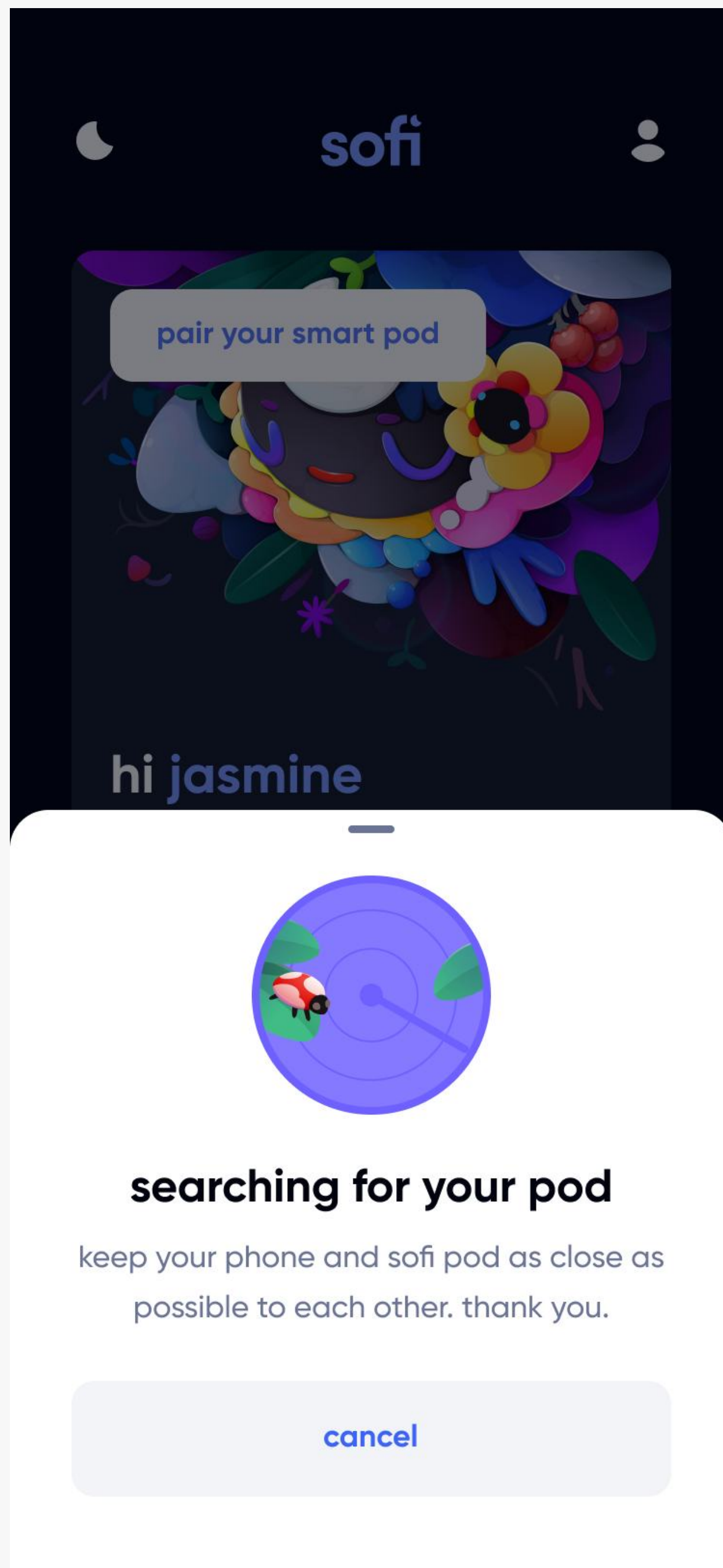
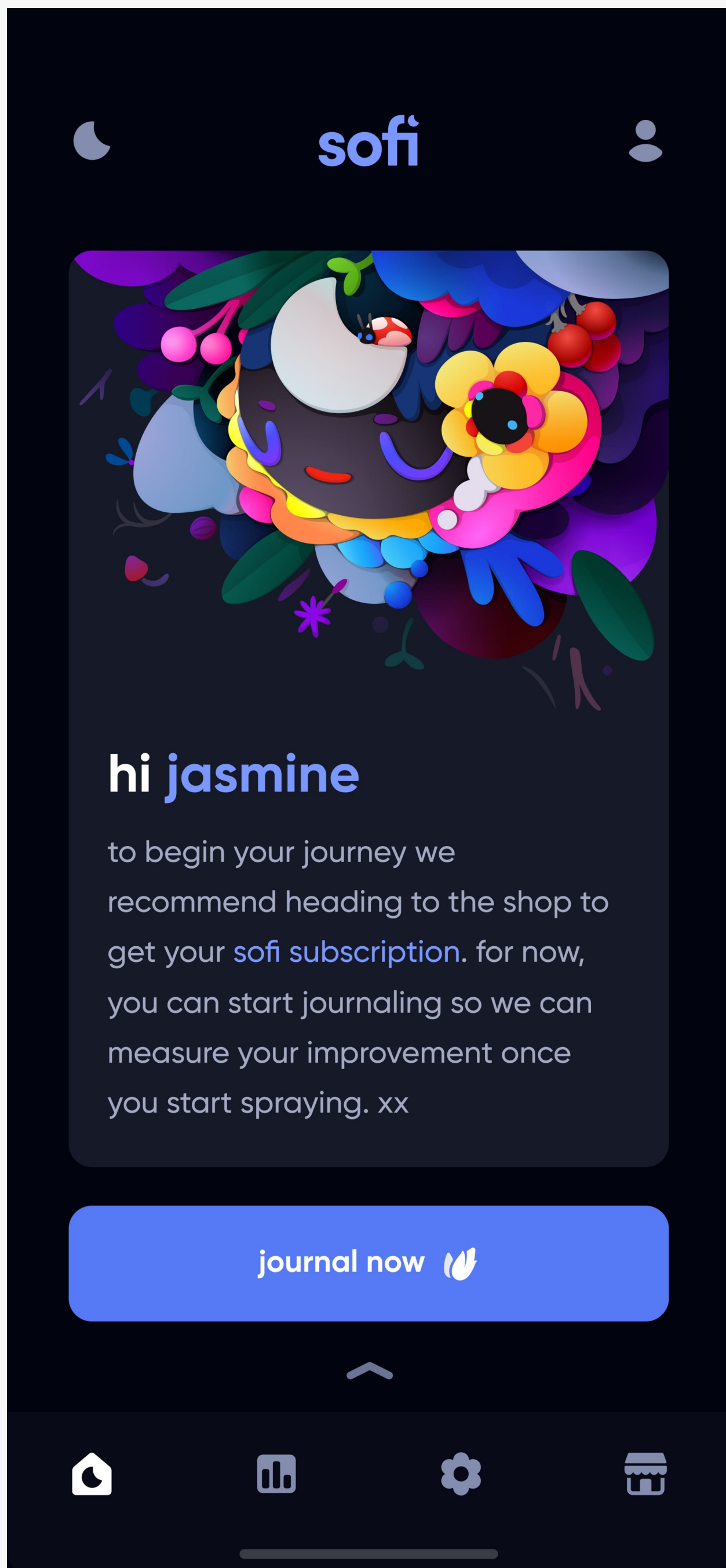


first pairing

with sofi app

once you have successfully completed the unboxing checklist you are ready to commence with the ‘first pair’

- 01 first, activate your sofi app and select the button on the screen that reads, “pair your smart pod”
- 02 simply leave the device to recognise your sofi pod - this may take up to 30 seconds, but you do not need to press down or hold any buttons while the app scans to pair
- 03 select the sofi pod that is highlighted to pair with your smartphone



note: if you see the message 'please insert pod' along your home screen, your sofi pod is no longer paired. check that your bluetooth is on and that your battery still has charge



verify capsule recognition

after pairing your sofi smart pod, it's time to insert your first plant capsule

- 01 unscrew the bottom of your smart pod and insert your first plant formulation capsule (n.01, n.02, or n.03 as indicated by your journey card), ensuring that the opening of the capsule aligns perfectly with the opening of the smart pod. the bottle should effortlessly fall into the pod and if any effort is required, realign the head of the spray on the capsule and try again
- 02 once inserted, the sofi app will recognise your formulation, battery charge, and number of remaining sprays. each formulation contains approximately 70 total sprays and lasts between 7-10 days



n.01



n.02



n.03



capsule not found

your home page in the app will show the illustration and number of the formulation. in this example of ashwagandha you can see previews of when you insert n.01, n.02, or n.03, and when your pod doesn't recognise the capsule

begin your journey

now that your stick is paired and your formulation is active, you are ready to begin spraying

- 01 press 3 sprays into your mouth and hold, pausing to check that the spray counter on the app is going down accordingly with each press (e.g. 69/70... 68/70... 67/70...)
- 02 next, explore a journaling & spraying routine that works best for you. to begin, we recommend trying 3 sprays in the evening and 3 at night, journaling twice daily (am / pm)
- 03 the more consistent your daily journaling is, and the more data sofi receives, the quicker new personal discoveries can be made
- 04 here's to your journey to better sleep and more calm! xx



in this example, starting capsule is n.02 ▪ ashwagandha



plant capsule



digital, in-app version of this plant capsule



faq



frequently asked questions by pioneers

setting up your starter pack

01	help! one of my formulation capsules has jammed?	016
02	my sofi pod won't stay paired with my app?	017
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help! one of my formulation capsules has jammed?

answer // 01

our capsules can jam if they're inserted with the spray part not facing the front. to remedy this, simply let the bottle slide in using the force of gravity, ensuring that the spray nozzle points towards the front opening of the sofi pod

should your capsule become jammed, and unable to be removed, please contact us using the sofi moon in the top left corner of your app



my sofi pod won't stay paired with my app?

answer // 02

in order to journal and capture a spray, your sofi pod needs to be paired with the app - live. this means reopening the sofi app each and every time you spray

however, as long as you keep your bluetooth on, it is unlikely for your smartphone to drop the bluetooth Bridge between your sofi and sofi pod once paired

if you suspect your battery might be dead and this could be causing an issue with pairing, the simple way to check this is to charge your sofi pod for one full hour, before attempting to re-pair



to connect to bluetooth, it's asking me for a password / pin?

answer // 03

here, the problem may be that you're trying to connect via the settings sections of your phone instead of the sofi app

see page 007 for a bluetooth pairing guide - all steps of which take place directly within the sofi app



how do I close down my sofi app?

answer // 04

closing and reopening your sofi app can help resolve issues by forcing the app to refresh. logging in and out of sofi can also do the same

for Android devices and iOS devices with face ID swipe up from the bottom of your screen to the top to display all open apps. next, swipe up on the app you want to close

for iOS devices with a home button, simply double click the home button to display all recent apps, then swipe up on the specific app you want to close

should the issue persist even after closing your sofi app, or logging out and logging in, please don't hesitate to reach out to support for additional help! you can do this by tapping the sofi moon in the top left corner of your app



my app isn't recording the correct number of sprays?

answer // 05

the sofi pod can be a bit stubborn when recording a press, and can require some strength (strong thumbs, here we come!)

make sure when spraying that you press all the way down until the green light on the front of your sofi pod appears - that's how you know a spray has been triggered properly

should your spray count be incorrect for another reason (for example, an accidental press during set-up), don't worry about the number on the screen, so long as it is counting down with each spray



how do I know which formulation to go to next?

answer // 06

easy! after finishing the initial capsule you were assigned to begin your journey with, simply select whichever colour or flavour you prefer to move onto next. the only thing better than recycling is reuse, so please hold on to your empty formulations so they can later be returned to us



are my formulations meant to have this colour & taste?

answer // 07

likely, yes! our formulations are created using extracts of the medicinal part of each plant - whether that's the roots, leaves, flowers, or stem - which can often pose certain challenges when it comes to appearance and taste

for aesthetic reasons, our plant capsules are painted, which means the colour of our formulations can sometimes come as a surprise. at sofi, we also know taste is a personal experience, which is why we provide three different variations of each formulations for you to taste-test and trial



how long does each plant capsule last?

answer // 08

each plant capsule contains 70 sprays, which equates to just over ten days of consistent use (three sprays twice per day, totalling 60 sprays over the course of ten days)

in regards to the shelf life of our plant pods, each formulation is shelf stable for a minimum of three-six months

whilst all sofi packaging can be recycled, please hold on to your empty plant capsules (pump and all) so they can later be returned to us and cleaned for reuse. as often as we can, we'll include prepaid shipping labels in your starter and refill packs, so empty capsules can be returned to our material recovery facility free of charge - that's our plan

so here's to moving towards a more sustainable future together



my ten days are done, but I still have some of my formulation left. what's next?

answer // 09

for consistency of data, please switch to a different capsule after all the petals of your flower are complete (even if this exceeds 10 days)

feel free to return to finish any extra formulation that remains in your formulation capsules once all three flowers are complete



how many sprays do I take and when?

answer // 10

we recommend three sprays in the evening to help you wind down, and three sprays just before bed. there is no minimum time needed between sprays, and our formulations do not need to be taken with food

sofi - both the app and the formulations themselves - work best when done consistently, and as part of your daily routine. finding a time in your schedule that works for you is key



does it matter where in my mouth I spray?

answer // 11

anywhere in the mouth is fine as sofi works via the process of ingestion - just like any food or drink - for absorption within the stomach



how much comes out with each press?

answer // 12

each formulation capsule is 10ml and the pump head moves 140 micro litres (mcl) or each press is roughly 0.14 ml. essentially doing three sprays after dinner and another three sprays before sleep equates to six sprays at 140 mcl or about 0.8ml of pure plant extract

this quantity begins to approach the recommended daily dose for treatment with the plant, however, due to differences in diet, body-type, and BMI, tracking your experience with sofi over time is what allows us to understand what that dose might look like for you



I'm running out of my formulations! what comes next?

answer // 13

moving forward, the time between finishing your current formulations, and receiving new ones will be approximately 30 days. it's essential to continue journaling during this "wash-out" phase with each of the plants, as sofi makes new discoveries all the time

so long as you remain active, you will be automatically qualified to receive new plants. you can refer to your journey map to guide you

please hold on to all empty plant pods in the meantime so they can be returned to us to be cleaned and refilled

#preservationofplanet



frequently asked questions by pioneers

general queries

01	what happens if I have a health condition?	030
02	is sofi suitable for people who are pregnant and / or breastfeeding?	031
03	is sofi vegan / cruelty free?	032
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05	do sofi formulation capsule contain any allergens?	034
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what happens if I have a health condition?

answer // 01

some herbs can interact with certain pharmaceuticals. in all cases speak to your healthcare provider before using sofi

for a comprehensive list of the ingredients we use, please visit our plant index linked for you just below (coming soon), or contact us via email hello@sofi.health, or by tapping the sofi moon in the top left corner of your app

disclaimer: this information is only intended as a general reference for further exploration, and is not a replacement for professional health advice



is sofi suitable for people who are pregnant and / or breastfeeding?

answer // 02

we wish we had a clear cut answer on this, but unfortunately we don't – let us explain why

while there's often no clear evidence that the plants we use are harmful in pregnancy, we also don't have any clear evidence that they are safe. as you've probably found out by now, most products either don't say anything on the subject, or they provide a blanket statement to say that it is not recommended

so, while we wish that we could give you a more straightforward answer, in light of what we know for certain, our answer must be that we simply don't know whether or not they are safe. in all cases, speak to your healthcare provider before using sofi



is sofi vegan / cruelty free?

answer // 03

yes, our plant pod formulations are suitable for both vegans and vegetarians and none of our flavours, extracts or materials include the use of - or have been tested on - animals



is sofi suitable for those with dietary restrictions?

answer // 04

sofi is kosher, halal, and vegan, as well as suitable for those who follow keto and gluten-free diets (official certifications coming soon)! the base of our formulations is an ethanol/glycerol/water mix, and though the level of alcohol is negligible, it may be relevant to some. please read sofi.health/ashwagandha to view a full list of ingredients for the formulations used in the S3 pioneer program



do sofi formulation capsules contain any allergens?

answer // 05

our plant capsules are free of all significant allergens, including gluten, dairy, shellfish, nuts, and soy derivatives. however, we can never guarantee or claim to be 100% allergen-free, in the unlikely event that cross contamination does occur



how will the data from my sofi app be used?

answer // 06

for a complete list of all data generated and analysed during our pioneer program, please read sofi.health/privacy-policy. sofi will generate and capture journal, capsule use, user and survey data to enable statistical analysis and make meaningful discoveries for you

we anonymise all data we collect. this means we replace any identifiable information in the dataset with one or more artificial identifiers or pseudonyms. we store the additional information needed for linking the pseudonymised data to you, separately and securely

we won't use your data to target ads to you nor will we ever sell your personally identifiable data. for more information on atlas and the data provided to our partners there, please visit our website here ([coming soon](#))



is there a benefit to taking a liquid spray versus a tablet or pill?

answer // 07

liquid extracts are commonly considered better absorbed (and often more quickly absorbed) because they allow us to be less dependent on metabolism and digestion processes which can vary drastically between individuals

the plant extract is also better preserved via the use of ethanol, rather than being dried (particularly if it's powdered). in a dispensary dried herbs are considered to lose efficacy at 6 months but for ethanol and water extracts (similar to what we use at sofi) the shelf-life is much longer (up to several years)



are there any contraindications for taking sofi?

answer // 08

a contraindication is a specific situation in which a drug or treatment procedure should not be taken because it may be harmful to an individual

while we only ever use plants that have an excellent safety record, where contraindications are mild and/or rare, in all cases, in all cases speak to your healthcare provider before using sofi

disclaimer: this information is only intended as a general reference for further exploration, and is not a replacement for professional health advice



where can I find my password for the sofi treehouse?

answer // 09

01 for pioneers who joined sofi prior to may 2023:

a space will have been automatically reserved for you in the treehouse when you first activate your sofi app, and you will have received an email from us containing your temporary password to log-in (which we recommend you shortly change to something you'll remember well)

02 for pioneers who joined sofi after may 2023:

if you haven't already, you'll need to create a new treehouse account using the same email as your sofi app. technically, the treehouse is a separate platform from our app. by ensuring that your email is the same, we'll be able to connect those accounts so your treehouse activity can begin to earn sofi seeds



what is the sofi pod?



answer // 10

it is an intelligent and connected spray. designed with built-in bluetooth connection, this smart pod helps us capture time-series data: the information we journal to determine which formulations may- or may not- be working with you. sofi then analyses the data collected via the sofi pod by constructing mathematical models that describe the relationship between your sleep or mood and your spraying activity. sofi updates the model every time you journal or spray, and communicates your result with you once the model certainly reaches 90%

