KALMOA

User Manual

V1.2 22-10-2026

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1. Safety & Contraindications

Before you begin

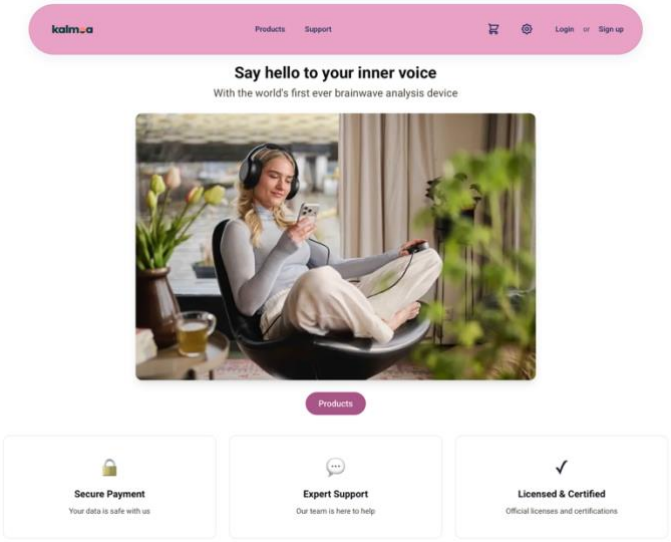


1. Read this document before using Kalmoa
2. The Kalmoa Pro One may only be used for it's intended purpose:
   To perform a non-invasive brain analysis scan, in combination with the Kalmoa & Psyray app. (Or as audio headphones, with the separately available audio converter and cable.)
3. Kalmoa works on iOS16 an above and Android 13 an above.
4. Kalmoa needs a smartphone with a USB-C connector to work. Other connectors are not supported.
5. **DO NOT** connect the Pro One to a direct power supply. Only connect the Pro One via a USB 3.x cable to a USB-C port on your smartphone, or tablet (max 5 V / 500 mA)
6. The Pro One does not contain an internal battery. Always use the supplied cables, Kalmoa does not use any wireless setup to prevent signal interference
7. Do not use the Kalmoa headset on broken or irritated skin at contact points
8. Kalmoa is not a medical device or a substitute for therapy
9. The user is responsible for ensuring all operational requirements are met. Kalmoa is not liable for invalid or misleading reports resulting from incorrect use
10. The Pro One needs to be operated in normal office / housing conditions (10–35 °C / 50–95 °F) with max. 80% humidity

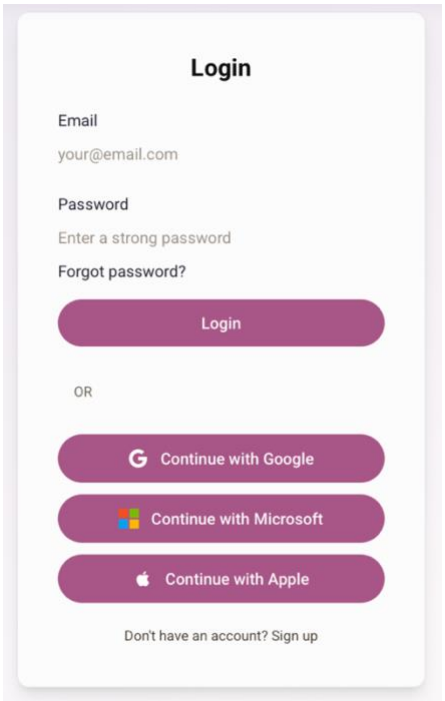
⚠ **WARNING:** If in doubt about using Kalmoa safely, consult a doctor before first use. Kalmoa is a wellbeing tool, not a medical device.

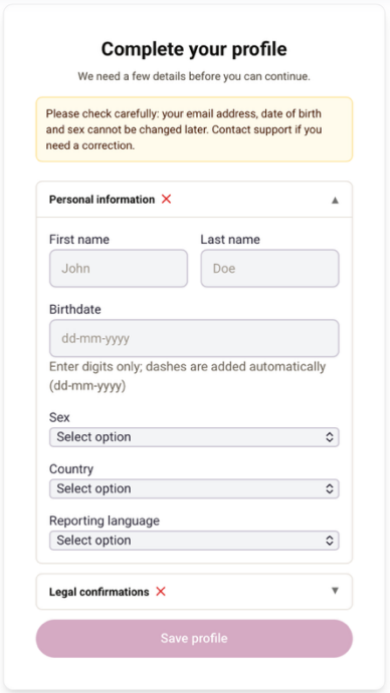
⚠ **WARNING:** Your Kalmoa results are personal and may touch on sensitive feelings. Kalmoa is not a medical or therapeutic device. It does not diagnose or treat any condition, and it does not provide therapeutic support. You are responsible for seeking professional help when needed. If you are in immediate distress, contact your local emergency services.

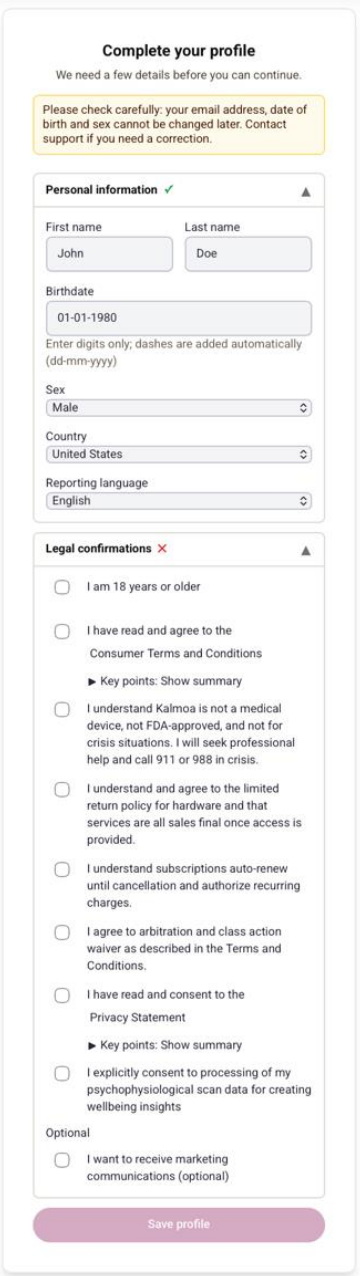
2. Account creation



1. Download the Kalmoa app & Psyray Scan app from the Apple App Store or Google Play Store.
2. Go to www.kalmoa.com, tap on login if you have an account or signup if you want to create one.
3. Enter your details & go through the various account creation steps.
4. Verify your email via the confirmation link. (check your spam folder if you have not received one)
5. Complete your profile.
6. **Please note**: once you have selected your e-mail, gender or birth date this info **can't be changed**! It can only be changed by contacting support.
7. Use your email address and password to log into the Kalmoa app



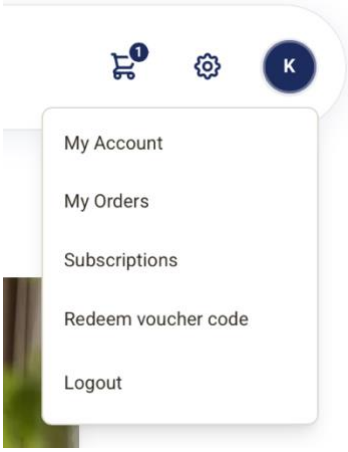


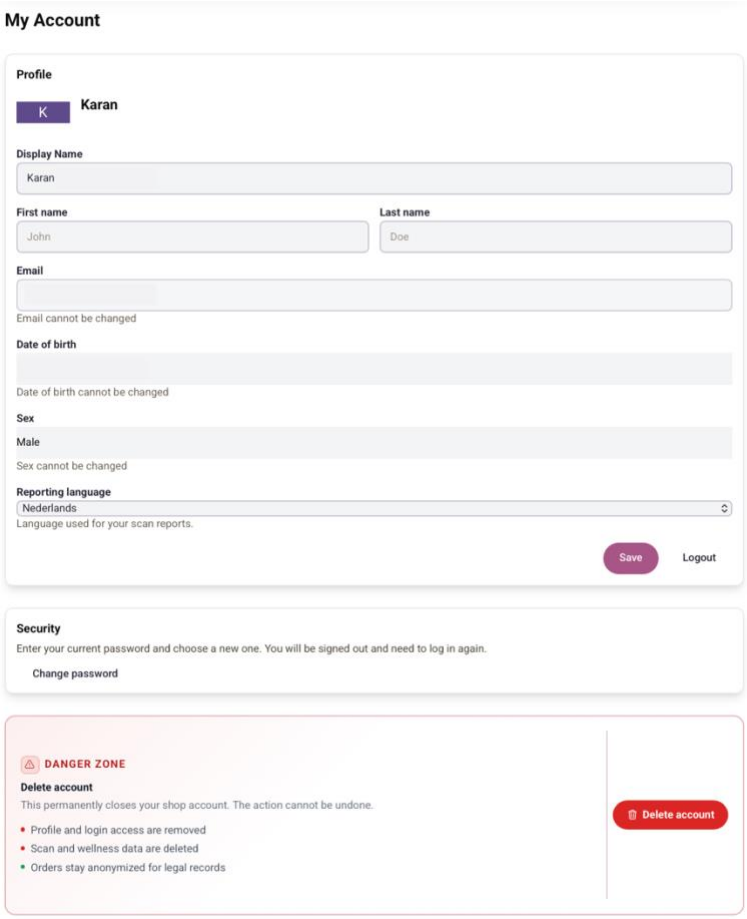


3. Account settings

My account & login

1. Go to your account on https://shop.kalmoa.com/auth/login
2. Log in (or forgot password option)
3. Tap on the circle on the top right
4. Open My Account





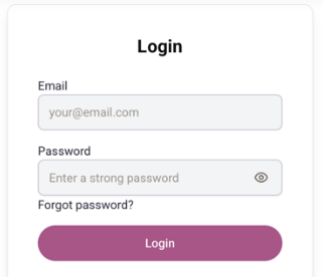
Here you can:

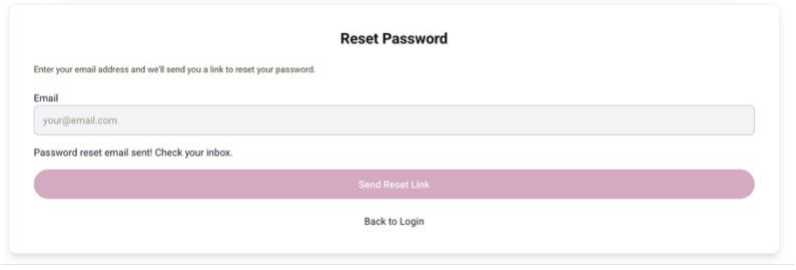
1. Change your display name
2. Change your first and last name
3. Change your Deep Report language
4. Change your password
5. Delete your account and data (see chapter 12)

If you need to change your e-mail address, date of birth or sex please contact support at www.kalmoa.com/suppport

Forgot your password?

If you have forgotten your password and you already have an account, you can reset your password.

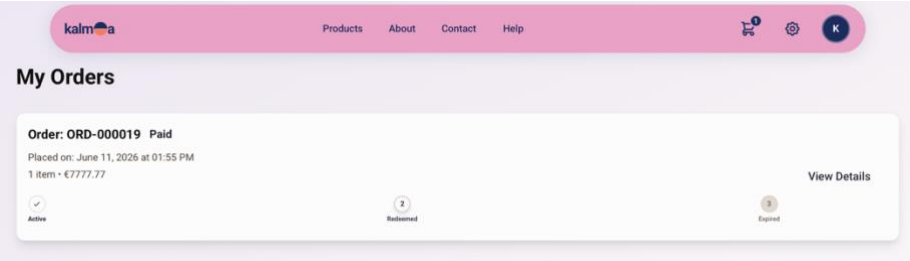




1. At the login screen, tap on “Forgot password?” below the “password” field
2. In the next screen, enter your email address and tap on “Send Reset Link”
3. If you have an account registered under that email address a reset link is send to that email address.
4. Open your email program, open de Kalmoa email and tap on the link
5. Follow the steps to reset your password
6. After completion you can log in again

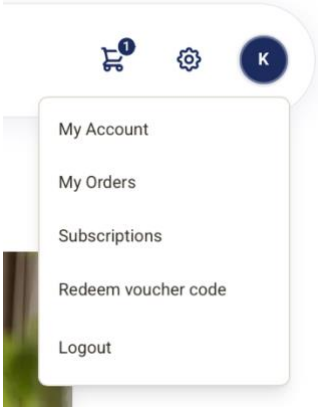
My orders

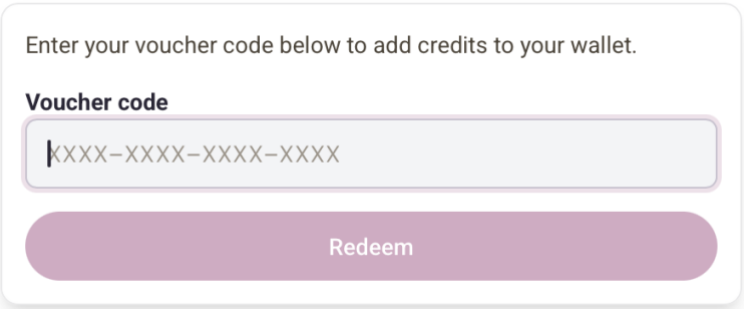
Provides an overview of your order history with details



Subscriptions / Redeem vouchers

1. Go to your account on https://shop.kalmoa.com/auth/login
2. Log in
3. Klick on the circle on the top right
4. Open Subscriptions to review your subscription status or redeem a subscription
5. To redeem a voucher: tap on ‘Redeem voucher code’
6. Fill in voucher code
7. Tap ‘Redeem’
8. The voucher is now added and is visible in your wallet
9. Go to the Kalmoa app to use your redeemed voucher value





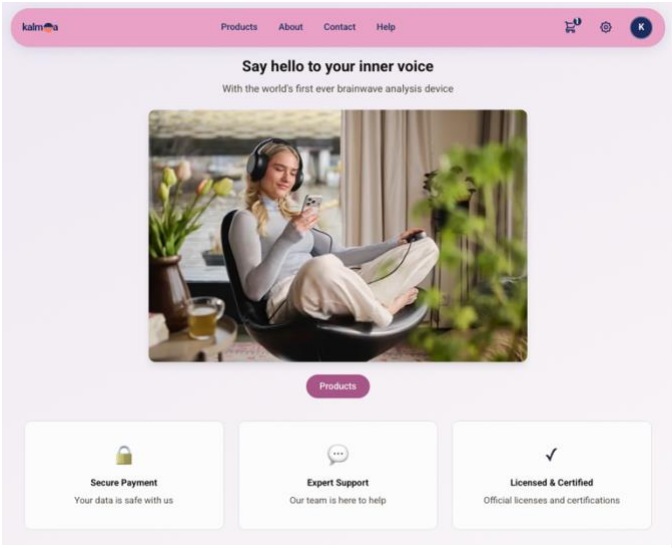
Logout

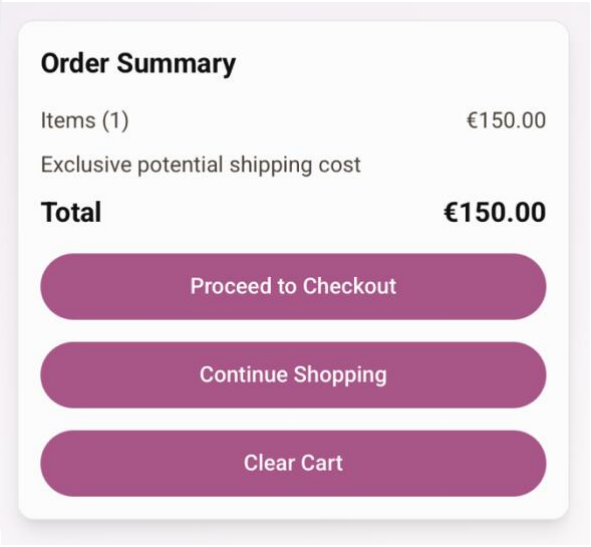
To allow for another account to use the account function, you need to logout first.

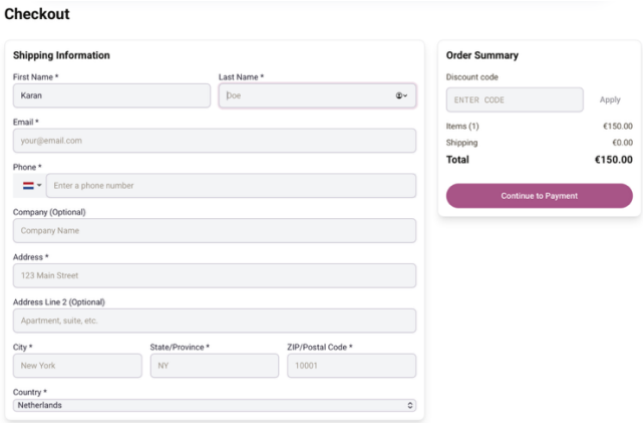
1. Tap on the circle on the top right, with the letter of your first name in it
2. Tap “logout”
3. You are now logged out
4. You can now log in under another account

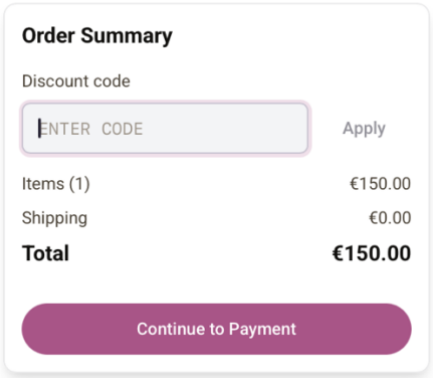
4. Purchasing products

1. Go to https://shop.kalmoa.com
2. Tap on ‘products’
3. Tap on the magnifying glass for product details
4. To add a product to the shopping cart, tap on the shopping cart icon
5. To view your shopping cart or to proceed to checkout tap on the shopping cart op the top right
6. Select one of the options
7. To continue to the purchasing process, tap ‘proceed to checkout’
8. Fill out all needed detail and shipment information and tap ‘continue to Payment’
9. If you have a discount code fill it in underneath ‘Discount code’ and tap ‘Apply’. Any discount will automatically be processed and visible in the details.
10. Finalize the payment process.









5. Unboxing

What's in the box



- Kalmoa Headset
- Kalmoa Pod
- USB-C cable (Pod to phone)
- Special Mini-HDMI cable (Headset to Pod)
- Quick-start card
- Travel case
- DAC (Digital Audio Converter) and cables -> sold separately

6. Setting up Kalmoa hardware

Connecting Headset & Pod



Only use the original supplied cables.

1. Connect mini-HDMI cable in headset *(carefully look at the shape of the male connector and place it in the female Headset connector)*
2. Connect other end of the mini-HDMI cable into the Pod *(carefully look at the shape of the male connector and place it in the female Pod connector)*
3. Connect USB-C cable to the Pod.
4. Connect the other end of the USB-C cable to your smartphone

DO NOT connect the pod to:

- a direct external power source
- a USB-hub placed between the pod and your computer
- USB-C ports that produce more than 5 V or less than 4.5 V
- USB-C to USB-A conversion cables.

7. Using the Kalmoa hardware correctly

How to perform the perfect scan



1. Scan results are only accurate for people aged 18 and older
2. Make sure your device's battery is above 10%
3. Before you scan, be in rest for at least 15 minutes
4. Sit comfortably and make some time after the scan to dive into your Well-Being Index and Deep Report.
5. Alcohol and drug use will affect scan accuracy
6. Do not scan when you are ill or have fever, this will produce inaccurate results
7. Stay away from strong electromagnetic sources, such as microwaves & ovens
8. Silence your phone or enable 'Do Not Disturb', but keep an active internet connection

How to use the Headset

1. Remove any head coverings before you put on the Headset
2. Place the Headset correctly on your head, with the cable on your left side and both earcups fully covering your ears. See the inside of the Headset for a L (Left) and R (right) side marking.

During the scan

1. After the Psyray Scan app opens; you will be asked to enter your name, date of birth, and biological sex. Filling this information out incorrectly will result in inaccurate results.
2. Throughout the scan; sit still and follow the on-screen instructions from the Psyray Scan app

After the scan

1. The Psyray Scan app will show a message when the scan is finished
2. Remove your Headset
3. Tap on done, this will take you back to the Kalmoa app
4. If you want, you can now disconnect your smartphone from the Pod
5. Wait until the data is processed, this can take up to 10 minutes
6. The results will be shown in the Kalmoa app when ready

Cleaning & hygiene



If needed:

1. Clean ear shelves and fabric parts with a soft, dry or slightly damp (not wet), non-abrasive cloth
2. You can use the same type of cloth for the hard-plastic and glass parts.
3. If wipes: use only water or alcohol-free wipes, no soap. Don't make the fabric wet.
4. You can clean the Pod and cables with a similar cloth.

> ⚠ **WARNING:** Never submerge the headset, pod or cables in water.

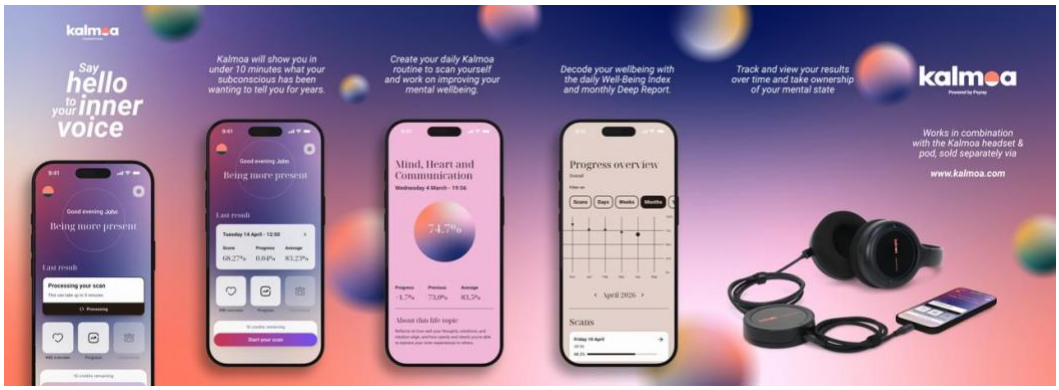
Storage & travel



1. For safe storage and transportation, always use the Kalmoa case
2. Disconnect all cables before storage
3. Roll-up all the cables and use the cable binders to keep them fixed
4. Put all the items in the corresponding cut-outs in the case

8. Using the Kalmoa & Psyray scan app

Install & App navigation basics



Kalmoa works on iOS16 an above and Android 13 an above.

Kalmoa needs a smartphone with a USB-C connector to work. Other connectors are not supported.

Download the Kalmoa app here

iOS:

Android:

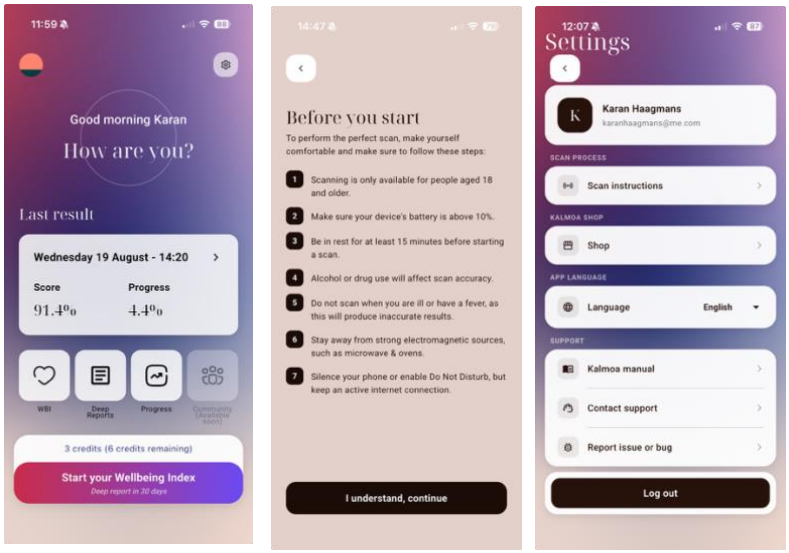
Download the Psyray Scan app here

iOS:

Android:

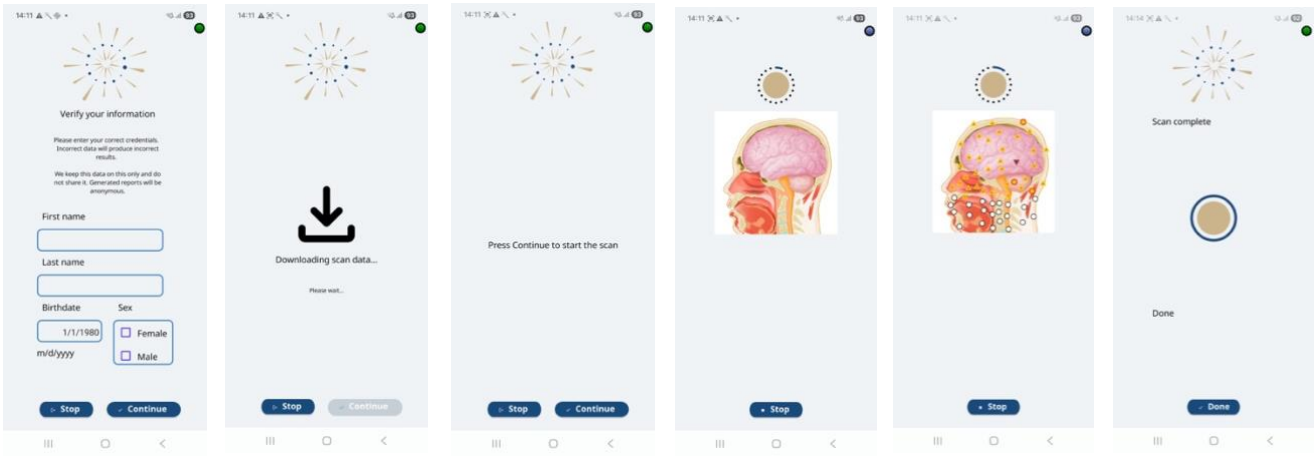
General Kalmoa App navigation (details in chapter 9)

1. Login to your Kalmoa account with your email and password
2. Accept the Terms and Conditions and Privacy Policy (during first login)
3. Press “Start a scan”
4. Follow the onboarding steps
5. The Psyray Scan app is opened (for Psyray App flow see: **General Psyray App navigation & flow**)
6. After the scan is finished, tap done, the Kalmoa app will be opened
7. Wait until the data is processed (this can take up to 10 minutes)
8. Read your scan results in the WBI and Deep Report sections.
9. For WBI, Deep Report, Progress and Community info see chapter 9
10. On the home screen on the top right there is a settings icon for various settings and functions, you can also log-out from there. See chapter 11 for settings details.
11. Loggin out is mandatory if you want to use the Kalmoa app with a different person / subscription



General Psyray App navigation & flow

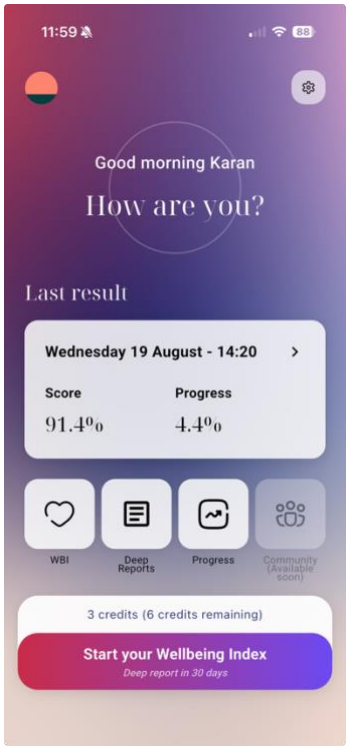
1. From the Kalmoa app the Psyray app is automatically opened, if not, open it by clicking on the Psyray App Icon
2. Enter your details (first & last name, birth date, sex) in the start screen
3. The Psyray app will run some hardware and diagnostic checks
4. It might show a warning to put on the Kalmoa headset when it detects that the headset is not on
5. After all the checks are done and the scan is ready to happen the screen will show “Press Continue to start the scan”
6. Tap “continue” to start the scan
7. The scan starts
8. The full scan process takes about 4 minutes. The screen shows a process indicator (top) and a anatomical image. During the scan process this image will flicker with various colors, and at the same time sounds are played via the headset.
9. Keep looking at those images to ensure the best scan results
10. Not looking at the images or listening to the sounds will impact scan accuracy
11. Do not remove the headset during a scan, this will stop and impact the scan result
12. The Psyray scan app will show 8 different screens during the scan process that will show various body organs.
13. These screens are: Head, Thorax (chest), Skeleton, Stomach, Liver and Gallbladder, Heart, Blood & Chromosomes.
14. After the flickering the app will show makers at each organ. After that the next organ will be shown.
15. Once all organs have been shown the scan is done, the “scan complete” screen is shown.
16. Tap on “done”
17. This will take you back to the Kalmoa app.
18. It can take up to 5 minutes before the scan results are shown in the Kalmoa app
19. During the scan process in the top right a colored circle is shown, this indicates the Pod status. See “Error states for apps and hardware” on what they mean.

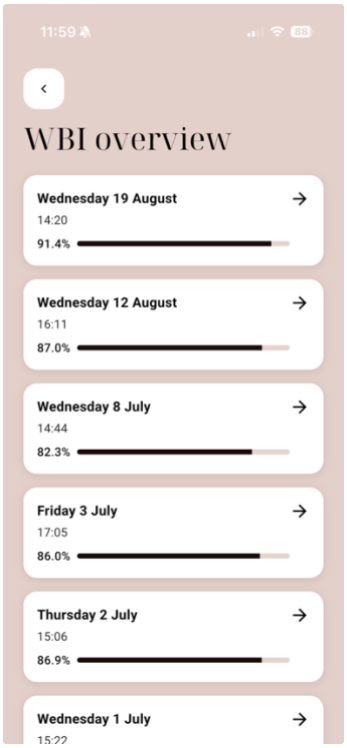


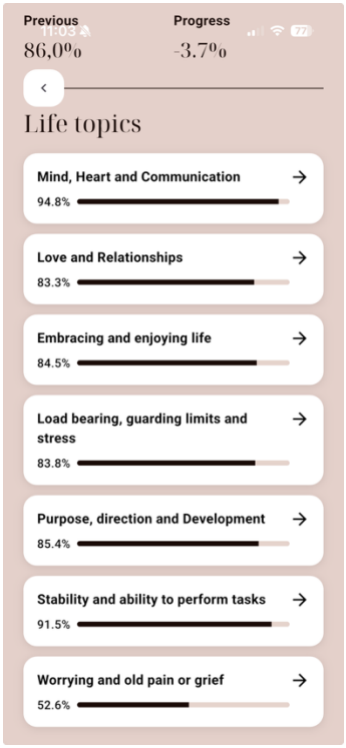
9. WBI, Deep Report, Progress, Community

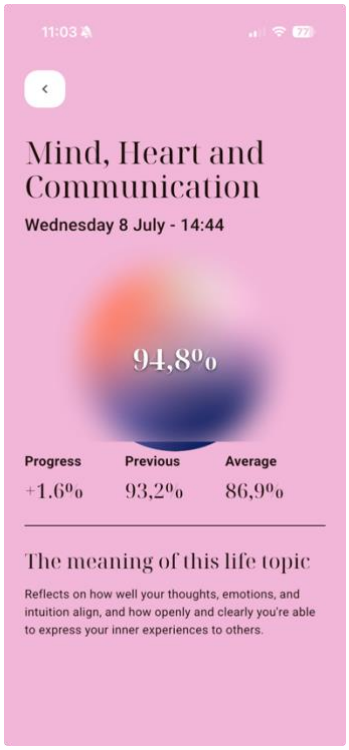
WBI overview

1. Tap on WBI
2. Here all your WBI scans are listed, all scans contain a WBI score. Not all scans contain a Deep Report.
3. Tap on any scan result to show the details
4. Every Life Topic can be tapped and viewed individually
5. See chapter 10 for detailed info on the WBI and Life Topics



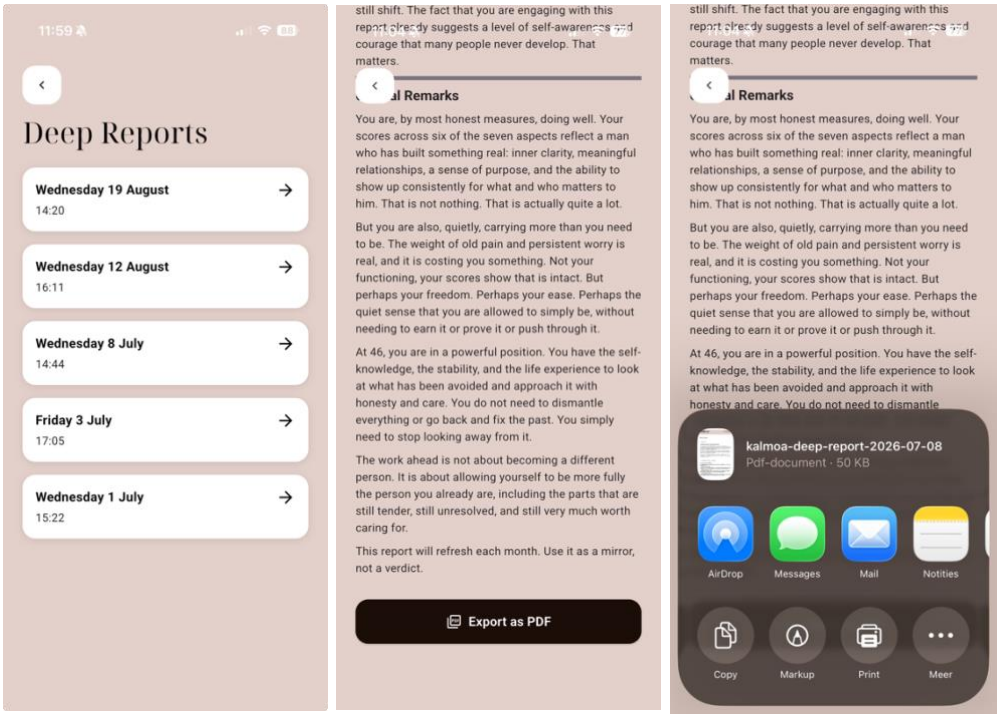






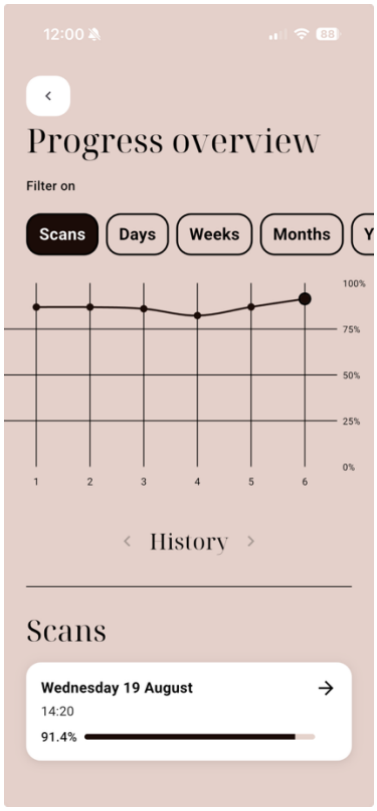
Deep Reports

1. Tap 'Deep Report' from the main screen.
2. Select a Deep Report you want to view
3. Scroll through each section.
4. Every Deep Report contains the following
    a. Your summary
    b. Your WBI breakdown
    c. Your current process
    d. Your underlying themes
    e. Your personal focus points
    f. Your final remarks
5. The Deep Report can be exported as a PDF by tapping the button at the bottom of the Deep Report page.
6. Depending on your smartphone OS different export options are provided.



Progress: tracking over time

1. Open Progress tab.
2. Choose per scan, days, weeks, months, year
3. tap the scan data point for that scan results details



Community: soon available

1. Open community tab when available
2. View different community results and options

10. Well-Being Index and Life Topics

The Well-Being Index

Our smart measurement system called the Well-Being Index shows what is happening inside you in percentages. This makes it super easy for you to track your mental state and become ultimately aware of your patterns.

The Wellbeing Index (WBI) includes 7 Life Topics that provide a comprehensive picture of your overall mental well-being. The WBI has been carefully designed, closely aligns with previously validated WBIs, and has been expanded somewhat to take advantage of the capabilities our technology offers in this area.

How should you interpret the percentages and the report?
A score in the form of a percentage is assigned for each topic, with 100% as theoretical best score. Be sure to view your score for each topic in relative terms: that is, in comparison to the others. Focus primarily on the topic(s) with the lowest score, because that's where you can make the most improvement.

Use the information from the Deep Report, which you receive automatically once a week. It contains a clear description of the background of your current state, and at the bottom, you'll find some clear advice on how to make progress.

The long-term process
If you're working on developing your mental well-being, it's only natural that there will be ups and downs. Especially if you want to change long-standing and ingrained habits, it takes time. Give yourself that time.

The process of the different levels also plays a role here. As you successfully progress to a higher / lighter level of living, your body and the WBI will also adapt to that higher / lighter level. It may seem like your score on a particular topic is dropping, but you need to view that in relation to that higher level. Compare it, for example, to a pay scale: when you move up to a higher pay scale, you start at the bottom of that higher scale. It then takes time to move up within that scale as well.

Life Topics

The Well-Being Index is scored around 7 different Life Topics that define various aspects of life.

Love & relationships
How open are you to giving and receiving love? This Life Topic looks at your ability to build and sustain deep, meaningful relationships, especially with the people closest to you. A higher score means you connect more freely, with fewer emotional barriers.

Mind, heart & communication
How well do your thoughts, feelings and intuition work together? This Life Topic looks at the balance between your head and your heart, and how openly and clearly you share what goes on inside you. A higher score means you feel more in tune with yourself and find it easier to express yourself to others.

Load bearing, guarding limits & stress
How well do you carry your responsibilities without losing yourself? This Life Topic looks at how you handle stress and how well you protect your boundaries, including saying no when you need to. A higher score means you carry your load with clarity and balance.

Purpose, direction & development
How clear and inspired do you feel about where your life is heading? This Life Topic looks at your sense of purpose and how you embrace growth and meaningful change. A higher score means you have a clearer sense of direction and feel open to developing yourself.

Stability & ability to perform tasks
How well do you keep your footing while juggling everything life asks of you? This Life Topic looks at your energy, your sense of grounding, and your capacity to care for yourself and others while managing daily and larger responsibilities. A higher score means you handle it all with more ease and less effort.

(Free from) Worrying & old pain or grief
How much do old worries, hurts or grief still weigh on you? This Life Topic looks at whether past pain is still asking for attention, and how much room you have for emotional resilience. A higher score means you feel lighter and more open, and less held back by the past.

Embracing & enjoying life
How easily do you let joy in? This Life Topic looks at your vitality, your enthusiasm and your ability to be present in everyday moments. A higher score means you truly enjoy life and let the good moments land.

11. Settings

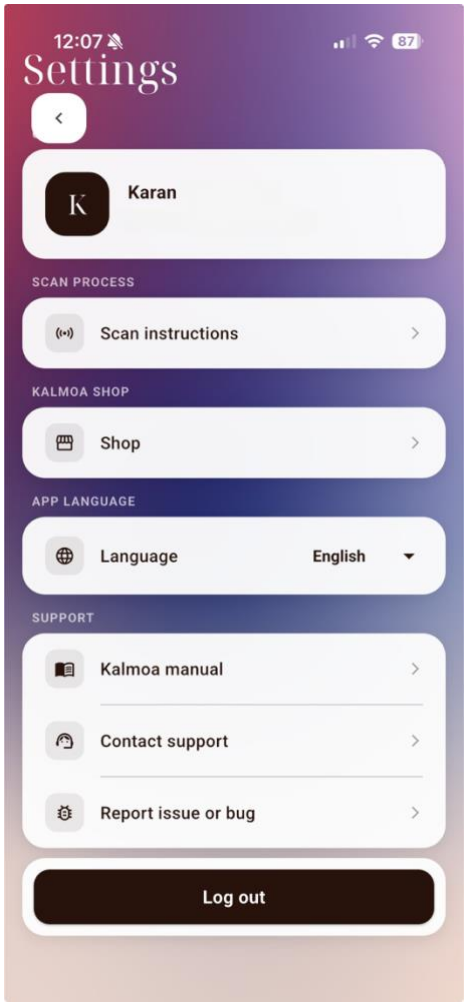
Profile & notifications

Open Settings on the top right of the app home screen

On the top of the page the current user is named, and the email address is shown next to the first letter of the first name.

In the settings menu you'll find the following options:

1. Tap on "Scan instructions" to view the instructions on how to perform a scan
2. Tap on "Shop" to go to the Kalmoa web shop. This will open an external browser.
3. To select a different App language, tap on the displayed language (English) next to "Language"
4. "Kalmoa manual" opens the Kalmoa manual
5. Contact support will open a browser and visits: www.kalmoa.com/support
6. Tap "Report issue or bug" if you have found an issue or bug in the Kalmoa system or if you want to provide us with some feedback.
7. Tap "Log out" if you want to log out or log in under a different user account



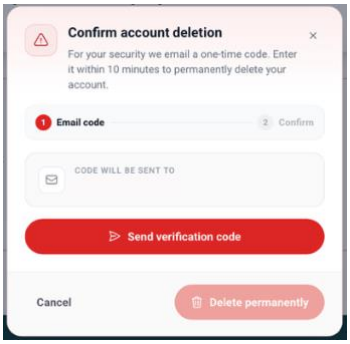
12. Data Privacy & Account Deletion

It’s possible to permanently delete your account and personal data

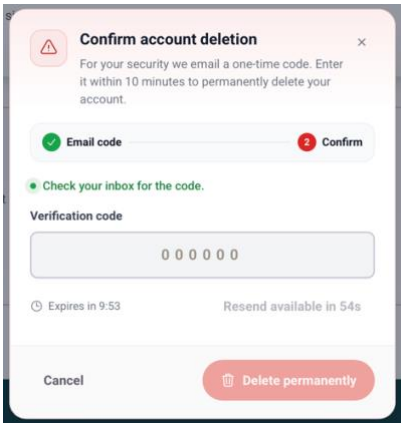
1. Go to your account at shop.kalmoa.com
2. Scroll down to “Delete account”
3. Tap on “Delete account”



4. Check if the email under “code will be sent to” is correct
5. Tap “send verification code”



6. Check your email and copy the verification code into the “verification code” field
7. Tap “Delete permanently” to permanently delete your account, this cannot be undone



> ⚠ **WARNING:** Data & Account deletion is permanent and cannot be reversed.

Firmware updates

Firmware updates are only needed for the Pod and checked and performed automatically by the Psyray scan app.

13. Warranty, Returns & Support

Your Kalmoa device comes with a 2-year manufacturer warranty from the date of purchase, as required under EU consumer law. In some countries your legal rights may extend further; this warranty doesn't limit those.

What's covered

We'll repair or replace your device free of charge if it develops a hardware fault during normal use. This doesn't cover damage from drops, water, unauthorized repairs, or normal wear on accessories like straps or ear tips.

How to claim it

1. Email support@kalmoa.com with your order number and a short description of the issue.
2. We'll respond within 3 business days with next steps.
3. If a return is needed, we'll send you a prepaid shipping label.
4. You are yourself responsible for correct and safe packaging and shipment of the Kalmoa set, we recommend you keep the original boxes for any possible return scenario.

Please note: keep your receipt or order confirmation; you'll need it as proof of purchase.

Returns process

1. If there is anything wrong with your Kalmoa hardware please contact www.kalmoa.com/support so we can help you with troubleshooting or the return process.

Contacting support

1. If you have any issues or questions, please check out the FAQ page on www.kalmoa.com/support
2. If you have any technical, user or shipment support questions, please go to www.kalmoa.com/support

14. Troubleshooting

Common issues

- Headset does not connect: check cables, reconnect if needed. Make sure its positioned correctly over both ears and fully connects with head leaving no space between shelves and skin. Remove hair between ears and ear shelves, remove earrings, remove glasses.
- Pod does not connect: check cables, reconnect if needed. Check if LED light turns on.
- No WBI or Deep Report after scan: check the Kalmoa app. Tap on WBI overview or Deep Report. Scan results can take up to 10 minutes to be visible in the Kalmoa app. If still not: check internet connection. Or restart app and start a new scan. If after a new scan the results still don't show up, contact support.
- App crashes: update to latest version. And restart.

15. Error states and hardware reset

Error messages in the Psyray Scan app & solutions

- Alert: Please fill out all mandatory fields -> Fill in your complete and correct credentials, before the scan can be started
- Connect the scan device -> Connect the pod of the device via USB-C cable to your computer / smartphone / tablet
- Connect the headphone -> Connect the headphone to the pod using the Psyray connection cable
- Wear headphones -> Wear the headphones on your head, so that the scan can start
- No data received from headphones; check the connection and try again -> Select “Retry” to restart, or “Stop” to stop the scan process
- Calibration failed -> Select “Retry” to restart the calibration process

See also the following table of LED status states and their meanings for additional troubleshooting help:

Pod state LED indicator (on the Pod and also in the Psyray Scan App top right)

- Device on, app inactive -> White blinking
- Device connected, app active -> Yellow blinking
- Headphone detected -> Green blinking
- Headphone worn correctly -> Green
- Scanning -> Blue
- Transmitting data -> Blue flickering
- Technical error -> Red blinking
- Factory reset button pressed -> Red
- Release button for firmware upgrade -> Red flickering
- Firmware update in progress -> Yellow flickering

Resetting the Pro One

If the Pro One is not functioning normally, you can reset it by following these steps:

1. **Unplug the USB-C cable** from the pod, while keeping the headphone connected to the pod.
2. **Insert a paperclip (or similar object)** into the reset hole on the bottom of the pod, press the reset button and keep it pressed.
3. **Reconnect the USB-C cable** to the pod to power on the scan device, while continuing to hold the reset button until the red LED starts flickering.
4. During the firmware upgrade, the LED will flicker yellow. The pod will automatically **return to factory settings**. The reset is complete once the LED light stops flickering.
5. After the reset, a **firmware update** is required. This update will be carried out via the Psyray app.

Calibration

The Pro One performs an automatic calibration each time the complete scan device is physically connected to a smartphone. If the calibration fails, an error message will appear in the Psyray app. If, after several attempts, the error persists, or persists across sessions occurring on different days, please then contact the Kalmoa support department via email at support@kalmoa.com for further instructions and/or a replacement.

Continuous errors or not working device

If, after several attempts, the error persists, or persists across sessions occurring on different days, please contact the Kalmoa support department via www.kalmoa.com/support or support@kalmoa.com for further instructions and/or a replacement.