



User Guide

Nymi Band 3.0

v1.0

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Preface

Nymi™ provides periodic revisions to the Nymi Connected Worker Platform. Therefore, some functionality that is described in this document might not apply to all currently supported Nymi products. The *Connected Worker Platform Release Notes* provide the most up to date information.

Purpose

This document is part of the Connected Worker Platform (CWP) documentation suite.

This document provides information about how to use and manage the Nymi Band 3.0.

Audience

This guide provides information to user that use the Nymi Band to complete authentication tasks.

Revision history

The following table outlines the revision history for this document.

Table 1: Revision history

Version	Date	Revision history
1.0	January 30th, 2025	First release of the document.

Related documentation

- **Nymi Connected Worker Platform—Administration Guide**

This document provides information about how to use the NES Administrator Console to manage the Connected Worker Platform (CWP) system. This document describes how to set up, use and manage the Nymi Band™, and how to use the Nymi Band Application. This document also provides instructions on deploying the Nymi Band Application and Nymi Runtime components.

- **Nymi Connected Worker Platform—Troubleshooting Guide**

This document provides information about how to troubleshoot issues and the error messages that you might experience with the NES Administrator Console, the Nymi Enterprise Server deployment, the Nymi Band, and the Nymi Band Application.

- **Connected Worker Platform Release Notes**

This document provides supplemental information about the Connected Worker Platform, including new features, limitations, and known issues with the Connected Worker Platform components.

How to get product help

If the Nymi software or hardware does not function as described in this document, you can submit a [support ticket](#) to Nymi, or email support@nyimi.com

How to provide documentation feedback

Feedback helps Nymi to improve the accuracy, organization, and overall quality of the documentation suite. You can submit feedback by using support@nyimi.com

Removing the Nymi Band

When their shift ends, the user should remove and safely store their Nymi Band.

Nymi recommends that the user charges their Nymi Band at the end of each shift. When the user removes the Nymi Band, it vibrates once to indicate that deauthentication has occurred.

Note: The Nymi Band does not vibrate if the **Haptic Feedback on Nymi Bands** is not enabled for the user or active group policy.



Figure 1: Deauthentication with Band Label enabled



Figure 2: Deauthentication with Band Label disabled

When the user places the Nymi Band on their wrist again, the screen displays the fingerprint icon. The user cannot perform any tasks with the Nymi Band until they authenticate their identity. See the section *Authenticating User Identity to the Nymi Band* for information about how the user can re-authenticate to the Nymi Band.

Storing the Nymi Band

This section provides you with recommendations to store the Nymi Band when it is not in use.

- Store the Nymi Band in a dry and temperature controlled environment inside the range of 0°C to 45°C.
- Remove the Nymi Band from storage every 10 months and perform a full charge, to ensure that the battery does not discharge to very low levels and improve overall battery life.
- Put the Nymi Band in ship mode to conserve battery life.

Note: You can only put an unenrolled Nymi Band into ship mode.

1. Put the Nymi Band on a charger but do not plug the charger into a power source.
2. Press the button on the charging cable for about 3 seconds. The Nymi Band is in ship mode, when the Nymi Band screen become blank and when you press the fingerprint sensor, the Nymi Band does not wake up.

The *Nymi Band Charging Recommendations Guide* provides more information about best practice recommendations information to store and charge the Nymi Band.

Cleaning the Nymi Band

For recommendations on cleaning the Nymi Band, refer to the *Nymi Band 3.0 Cleaning Recommendations Guide*.

Charging a Nymi Band 3.0

The Nymi Band is charged by placing it on a Nymi Band charger. The Nymi Band charger receives power from standard USB ports. It takes up to two hours to charge a fully depleted Nymi Band. A fully-charged Nymi Band typically has a 3-day battery life based on 300 BLE or NFC taps over 10 hours per day. To ensure that the Nymi Band charges in a timely manner and to maintain the longevity of the battery, charge the Nymi Band in temperature controlled environment within the range of 15 to 30°C (59 to 86°F).

Before you begin

Nymi provides you with a custom charging cable and cradle to charge the Nymi Band. The Nymi Band provides battery screens that indicate the charge level of the Nymi Band.

Note: The Nymi Band does not vibrate if the **Haptic Feedback on Nymi Bands** is not enabled for the user or active group policy.

About this task

To charge a Nymi Band, perform the following steps:

Procedure

1. Use a Powerhouse to charge your Nymi Band, or plug a charging cradle into the USB port on your computer or a USB charging hub.
2. Place the underside of the Nymi Band close to the cradle side of charger the until it attaches magnetically. Make sure the pins on the charging cradle align with the charging ports on the back of the Nymi Band. The Nymi Band vibrates to indicate that it is receiving power. The Nymi Band vibrates and the battery icon changes to indicate the Nymi Band is being charged. A blue indicator light appears on the side of the charging cradle to indicate that the user successfully connected the Nymi Band to the charging cradle and the Nymi Band is receiving power.

Note: The Nymi Band does not vibrate if the **Haptic Feedback on Nymi Bands** is not enabled for the user or active group policy.

3. Push the bottom button on the Nymi Band to view the amount of battery charge that is on the Nymi Band.

The following figure shows the different charging levels.

0% - 4%	5% - 25%	26% - 50%	51% - 75%	76% - 100%
				

4. When the Nymi Band is fully charged, disconnect the charging cradle from the Nymi Band.



Figure 3: Full battery indicator

Managing Battery Life

If the battery reaches a critically low level, the screen displays the critically low charge image, and then the Nymi Band vibrates and shuts down.

Note: The Nymi Band does not vibrate if the **Haptic Feedback on Nymi Bands** is not enabled for the user or active group policy.

To use the Nymi Band again, the user will need to charge it for at least 30 minutes. While charging, the screen might show the critically low charge image for several minutes, and then displays the charging battery indicator.

The typical battery life of the Nymi Band depends on how the Nymi Band is used. The following table summarizes the usage scenarios, activities, and the typical battery life in each scenario.

Table 2: Typical Battery Life

Usage Scenario	Daily Activities	Typical Battery Life
Pharmaceutical Manufacturing	Nymi Band is off body for 14 hours and on body for 10 hours. 300 Tap-to-Authenticate operations (non-SEOS) 20 physical access transactions	3 days
General Enterprise	Nymi Band is off body for 14 hours and on body for 10 hours. 25 physical access transactions 20 print job releases 20 terminal unlocks	3 days

Exiting Sleep Mode on Nymi Band 3.0

To conserve battery life, the Nymi Band goes into sleep mode in the following situations:

- When a user removes the Nymi Band.
- When the battery level of the Nymi Band is low.
- About 30 seconds after a user authenticates to the Nymi Band.

When in sleep mode, the screen on the Nymi Band is blank. To exit sleep mode, perform one of the following actions:

- Press any button on the Nymi Band.
- Put the Nymi Band on charge.

Restarting Nymi Band 3.0

While troubleshooting an issue, you might be required to restart, or reboot, the Nymi Band.

About this task

Note: A restart does not change any data on the Nymi Band. The Nymi Band remains registered to the user and enrolled in the enterprise.

Perform the following steps to restart the Nymi Band.

Procedure

1. Ask the user to remove the Nymi Band.
2. Put the Nymi Band on a charger.
3. Press and hold the top button, the word **RESTART** and a countdown progress bar appears on the screen. Continue to hold the top button for 10 seconds to complete the countdown, and initiate the restart procedure. The following figure shows the **RESTART** message with countdown.



Figure 4: RESTART message

Results

The Nymi Band restarts and startup messages appear on the screen. The restart process takes about 20 seconds to complete.

Authentication After Enrollment

Each time that a user removes an authenticated Nymi Band from their wrist, the Nymi Band deauthenticates. For day-to-day usage of the Nymi Band, each time a user puts on the Nymi Band, the user must authenticate their identity to the Nymi Band.

Depending on the defined policy, users authenticate by using one of the following methods, while the Nymi Band is on their wrist:

- By biometrics (fingerprint and optionally liveness detection)—With the Nymi Band on their wrist, the user holds their finger on the fingerprint sensor. The Nymi Band verifies that the fingerprint matches the fingerprint template that is securely stored on the Nymi Band and by default detects liveness.
- By corporate credentials (if a credential authenticator was created)—The user logs into the Nymi Band by using their corporate credentials as authentication and, when validation succeeds, the Nymi Band puts the Nymi Band into an authenticated state.

Nymi Band 3.0 Authentication by Fingerprint

When the screen displays the fingerprint icon, the user holds their finger on the square fingerprint sensor and surrounding bezel. The Nymi Band displays the fingerprint authentication screen while fingerprint match and optional ECG liveness detection are in progress during authentication. The ECG liveness detection is automatically enabled for the default group policy. Refer to section *Configuring Liveness Detection* in the section *Customizing the Nymi Band Authentication Method* for information about how to disable ECG liveness detection.



Figure 5: Fingerprint Authentication screen

When the Nymi Band displays one of the following icons, the user identity was successfully authenticated, and the user can remove their finger from the fingerprint sensor and fingerprint bezel.



Figure 6: Authentication Success Screen with Band Label



Figure 7: Authentication Success Screen without Band Label

Authentication by Corporate Credentials

When the screen displays the fingerprint icon, the user logs into the Nymi Band Application, and clicks the **Authenticate** button, as shown in the following figure.

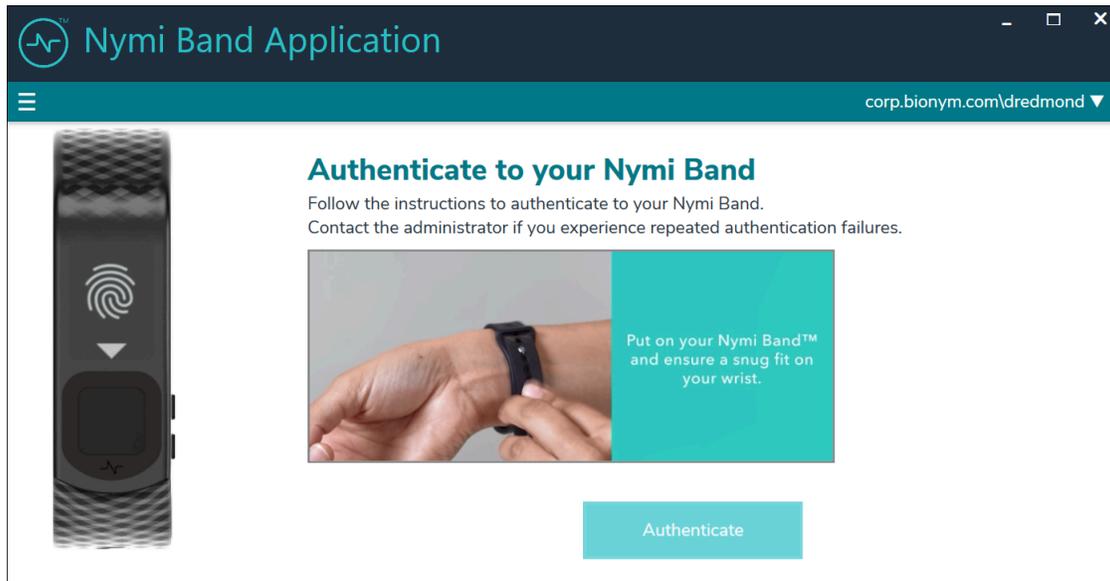


Figure 8: Authentication by Corporate Credentials

When the Nymi Band displays the success icon (checkmark), the user identity was successfully authenticated, and the user can log out of the Nymi Band Application.

Nymi Band 3.0 Screen Images and Text

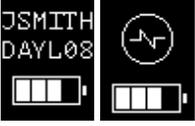
The Nymi Band has several screens that contain images and text.

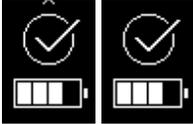
The Nymi Band screen displays text in:

- PT Mono Regular font
- 8 point font size
- Portrait orientation

Table 3: Nymi Band Images and Text

Nymi Band Screen (GEN 3)	Nymi Band Screen Name	Description
	Blank Screen	Indicates that you need to charge the battery or that the Nymi Band is in sleep mode. Press any button to wake up the Nymi Band.
	Unenrolled	Indicates that the Nymi Band is off-body and not assigned to a user and displays the battery charging level.
Battery Level Images (off charger)		
	25% Battery level	Indicates that the battery level is at 25% of full capacity. Charge soon.
	50% Battery level	Indicates that the battery level is 50% of full capacity.
	75% Battery level	Indicates that the battery level is at 75% of full capacity.
	Battery level critically low	Indicates that the battery level is under 25% of full capacity. Charge immediately.
Enrollment Images		
	Setup code	Displays a message with letters and numbers when you wear an unenrolled Nymi Band.

Nymi Band Screen (GEN 3)	Nymi Band Screen Name	Description
	Add User	Appears after you type your username and password in the Nymi Band Application. When you see this message, follow the instructions in the Nymi Band Application to complete the enrollment process.
	Touch Sensor	Appears during enrollment to instruct the user to touch the sensor with their finger. With GEN 4 Nymi Bands, the image includes a count of the number of touch sensor operations that the user has performed during the current enrollment attempt.
	Lift Finger	Appears during enrollment to instruct the user to lift their finger from the fingerprint sensor. the sensor with their finger. With GEN 4 Nymi Bands, the image includes a count of the number of lift finger operations that the user has performed during the current enrollment attempt.
Authentication		
	Authentication Lockout	Indicates that the user is locked out of the Nymi Band. The lockout prevents the user from authenticating with their fingerprint.
	Deauthenticated	Indicates that the Nymi Band is deauthenticated. For GEN 3 Nymi Bands, the first image is when Band Label is enabled, and the second image is when the Band Label is disabled or when authentication fails. GEN4 Nymi Bands display the same screen image regardless of the Band Label presence.
	Unauthenticated Band	Indicates that the Nymi Band is off-body. The top image is when Band Label is enabled and the bottom image is when the Band Label is disabled.

Nymi Band Screen (GEN 3)	Nymi Band Screen Name	Description
	Authentication Required	Indicates that you need to authenticate your identity. Hold your fingerprint on the fingerprint sensor to initiate the authentication process.
	Authentication In Progress	Indicates that the authentication process is in progress. Hold your finger on the fingerprint sensor until the screen shows the success indicator. The screen without the progress bar indicates the authentication process with Liveness Detection disabled.
	Success	Indicates a success based on user enrollment or user authentication. The top image is when Band Label is enabled and the bottom image is when the Band Label is disabled.
	Authenticated	Indicates that the Nymi Band is on-body and authenticated. The first image is when the Band Label is enabled and the second image is when the Band Label is disabled. The Nymi Band is ready to use.
	No Match	Appears when there has been 3 consecutive authentication failures as a result of a fingerprint mismatch.
	Center Finger	Appears when there has been more than 4 consecutive authentication failures as a result of a fingerprint mismatch.
	Wash and Dry Finger	Appears when there has been more than 4 consecutive authentication failures as a result of a fingerprint mismatch or liveness detection issue.

Nymi Band Screen (GEN 3)	Nymi Band Screen Name	Description
	Clean Band	Appears when there has been more than 4 consecutive authentication failures as a result of a fingerprint mismatch.
	Sit Still	Appears when there has been more than 4 consecutive authentication failures as a result of liveness detection issue.
	Don't move	Appears when there has been more than 4 consecutive authentication failures as a result of liveness detection issue.
Deleting User Data		
	Delete User Data	Indicates that the process of deleting user data is running. Deleting user data on a Nymi Band removes all the data for the currently enrolled user from the Nymi Band.
	User Data Deleted	Indicates that the user data on a Nymi Band has been removed.
Restart		
	Restart progress	Indicates that the restart process is running.

Nymi Band 3.0 Band Label

When you configure the policy to assign a Band Label during enrollment, the label appears on a Nymi Band that you can use to identify the assigned user.

The Band Label appears when the Nymi Band is:

- On-body and authenticated (on your body and fingerprint accepted)
- Off body and deauthenticated (not on your body and the band did not accept the fingerprint)
- Off body and on the charger

On-Body and authenticated

While on-body and authenticated, when a user presses the top or bottom button on the Nymi Band to wake the Nymi Band, the screen displays the Band Label for two seconds and then dims for 15 seconds before it turns off.

The following image provides an example of the Band Label screen.



Figure 9: Band Label on an enrolled and authenticated Nymi Band

Note: After the Band Label is set during the enrollment workflow, the user cannot modify the Band Label without performing the `Delete User Data` process. For more information see, *Deleting User Data*.

Unauthenticated

While an enrolled Nymi Band is off body (not being worn and therefore not authenticated) and a user wakes the Nymi Band, the Nymi Band screen displays the Band Label above the battery status icon.

The following image provides an example of the Band Label on an unauthenticated Nymi Band.



Figure 10: Band Label on an unauthenticated Nymi Band

Enrolled and Charging, or on the Charger

When an enrolled Nymi Band is charging and a user wakes the Nymi Band, the Nymi Band screen displays the Band Label above the charging icon.

The following figure provides an example of the Band Label while the Nymi Band is charging.



Figure 11: Band Label on a charging Nymi Band

Nymi Band 3.0 Dashboard

The Nymi Band Dashboard is a on-band carousel that enables users to navigate through screens that provide you with information. The dashboard is only available on an authenticated Nymi Band is a Band Label has been assigned to the Nymi Band.

When you wake up an authenticated Nymi Band, the main dashboard screen appears.

When the Nymi Band has a band label, an arrow at the top of the dashboard screen appears and you can press the top button to display the band label. At the bottom of the band label screen, an arrow appears and you can press the bottom button to return to the dashboard screen.

The following figure provides an overview of the Nymi Band Dashboard carousel.

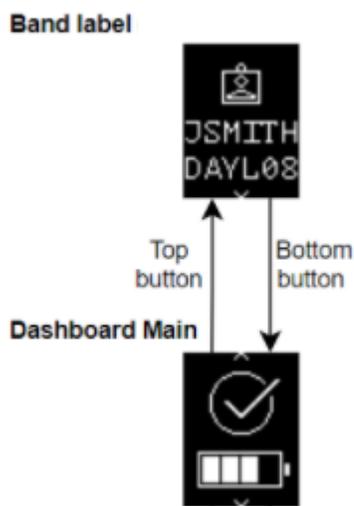


Figure 12: Nymi Band Dashboard carousel

Nymi Band Vibration

By default the Nymi Band provides haptic feedback, specifically a vibration, that is triggered by specific events.

Note: You can disable haptic feedback on the Nymi Band for certain users or all users. *Customizing the CWP Configuration* provides more information.

Vibration Event	Details	When it occurs
Acknowledgement	One short vibration. Used when the Nymi Band acknowledges that the user input or to prompt the user to pay attention to the Nymi Band.	<ul style="list-style-type: none"> Nymi Band detects the finger of a user at the start of an authentication Nymi Band starts charging User firmly touches the Nymi Band fingerprint sensor to display the dashboard.
Success	Two short vibrations in quick succession. Used when the Nymi Band confirms an operation completed successfully.	<ul style="list-style-type: none"> Nymi Band authentication success Fingerprint enrollment success Start of restart or delete user data sequence
Warning	Long vibration. Used when the Nymi Band confirms that an operation completed successfully.	<ul style="list-style-type: none"> Failed authentication Nymi Band transition from authenticated state to deauthenticated state
Reset	Three short vibrations in quick succession. Used when the Nymi Band encounters an internal issue and restarts in an attempt to correct the problem.	<p>Nymi Band encounters an internal issue. The Nymi Band performs up to three consecutive reset attempts.</p> <ul style="list-style-type: none"> If the recovery succeeds in one of the attempt, instruct the user to authenticate to their Nymi Band If the recovery fails, the Nymi Band displays a fault code. Contact Nymi Support to start the RMA process.

Tapping the Nymi Band

Many uses for the Nymi Band require the user to tap their authenticated Nymi Band near the Bluetooth adapter (BLE Tap) or supported NFC reader (NFC Tap) to perform an authentication task.

Note: The section *Editing the nbe.toml File* in the *Nymi Connected Worker Platform—Deployment Guide* provides information about how to configure BLE Tap.

Tips for tapping your Nymi Band

- For a Nymi Band tap to complete an authentication task, the user must first authenticate their identity to the Nymi Band. If the screen on the Nymi Band is blank, the user must wake the Nymi Band from sleep. If the screen remains blank, the user needs to charge the Nymi Band. If the screen displays the fingerprint image, the user must authenticate their identity.
- The user does not need to touch the face of the Nymi Band directly to the NFC reader or Bluetooth adapter. Keep the Nymi Band just above the surface of the NFC reader (approximately 1 cm) or BLE adapter (within 10 cm).
- If an NFC Tap fails to complete an authentication task, move the Nymi Band away from the NFC reader (30 cm or more) and then try again.
- The user may need to adjust the speed in which they perform the Nymi Band tap. The Nymi Band tap should take approximately 1 second to move the Nymi Band towards and away from the Bluetooth adapter or NFC reader.

SEOS Access

By default, an authenticated Nymi Band provides users with the ability to gain access to SEOS-enabled doors.

When the user removes their authenticated SEOS-enabled Nymi Band, the Nymi Band deauthenticates and SEOS is disabled.

Determining the Firmware Version on Nymi Band 3.0

When troubleshooting an issue, you might require the Nymi Band firmware version. Perform the following steps to determine the firmware version on a Nymi Band.

About this task

This procedure requires you to use the Nymi Band charging cable to put the Nymi Band on charge.

Procedure

1. Remove the Nymi Band from the wrist of the user.
2. Put the Nymi Band on the charger.
3. Press and release the top and bottom button.

The firmware version appears on the screen, as shown in the following figure.



Figure 13: Nymi Band firmware version

Deleting User Data on Nymi Band 3.0

The Delete User Data process clears personal information, such as the fingerprint template and credentials, from the Nymi Band that is currently enrolled to a user. This process also clears the lockout during a failed authentication lockout.

About this task

Before you can re-enroll a Nymi Band, you must perform the delete user data operation.

Procedure

1. Remove the Nymi Band from the wrist of the user, and then attach the Nymi Band to a charger.
2. On the Nymi Band, hold the bottom button. The Delete User Data message displays on the screen, as shown in the following figure.

Note: The Nymi Band does not vibrate if the **Haptic Feedback on Nymi Bands** is not enabled for the user or active group policy.



Figure 14: Delete User Data

3. Continue to hold the bottom button until the Nymi Band quickly vibrates twice and the **USER DATA DELETED** message displays on the screen (after about 10 seconds), as shown in the following figure.



Figure 15: User Data Deleted

Results

Biometric authentication does not work for the user after you perform a delete user data operation. To use the Nymi Band again, the user must enroll the Nymi Band by using the Nymi Band Application.

Note: If you delete the user data on a Nymi Band and attempt to re-enroll it, you will see the following message,

A Nymi Band has been assigned to (user name), however it cannot be found.

To proceed, you need to delete the Nymi Band association with the user in the NES Administrator Console.

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