Nenko Sense – User Manual

24566085 Nenko Interactive – Sense System – Version 3.0



Contents

1. Introduction 3
2. Starting up and connecting 4
3. Main screen at a glance 5
4. Selecting and playing a theme 7
5. Browsing and categories 8
6. Lighting and screen 9
7. Colour screen 10
8. Administration (for caregivers) 11
9. Troubleshooting 12
10. Contact 13

1. Introduction

With Nenko Sense, you can control the sensory room from a single tablet: select a theme and the app displays the visuals through the projector, plays the sound and adjusts the lighting to match. There are 136 themes in total. This manual is intended for caregivers and care staff who use the room daily.

What you need

Component	Purpose
Tablet with Nenko Sense app	Controls the entire system
USB stick in the tablet	Contains the themes: images, videos and sound
Projector (connected to tablet via HDMI)	Displays the theme visuals
Lighting module (Bluetooth)	Controls the lights and colours in the room
Control button (optional)	Large button that allows a client to move to the next theme

The app supports 11 languages. The screenshots in this manual are in Dutch; theme images may vary between installations.

2. Starting up and connecting

1. Switch on the projector.
2. Switch on the tablet and open the Nenko Sense app.
3. The app searches for the lighting module. The status is shown at the top right:
    - **Green – Lighting connected: everything is ready to use.**
    - **Orange – Connecting: the app is establishing a connection. Please wait.**
    - **Red – Lighting not connected: tap the red dot to reconnect. Check that the lighting module is switched on.**
4. (Nenko has already completed this step.) The first time the app starts, it asks for the 16-character USB key. This key is specific to your installation and is supplied by Nenko. Enter it and confirm with OK.

The main screen with the themes will then appear. The app remains locked in this mode so that a client cannot accidentally exit it.

3. Main screen at a glance



#	Component	Function
1	Theme	Tap a tile to select and start that theme. Its name appears below.
2	Category and page heading	Shows the category and current page. Tap it to view the category list.
3	Colours	Opens the colour screen.
4	Lights off / on	Switches off the room lighting. Tap again to switch it back on.
5	Administration (padlock)	For caregivers only, PIN-protected. Language, key and exit options.
6	Connection status	Green = connected, orange = connecting, red = disconnected (tap to reconnect).
7	Left/right arrows	Browse to the previous or next page of themes. You can also swipe.
8	Now playing	Shows the active theme, with a dot indicating the actual light colour.
9	Stop / Play / Pause / Next	Playback controls.
10	Playback mode	Repeat, Shuffle page or Shuffle all.
11	Brightness	Move the slider to brighten or dim the lights.

4. Selecting and playing a theme

1. **Select a theme: tap a theme tile. The image appears on the projector, the sound starts and the lights change to the colours of that theme. The selected tile is highlighted with a yellow border and the label “Now playing”.**
2. **Pause: tap the large yellow button. Tap again to resume.**
3. **Stop: tap the red button. The theme stops.**
4. **Next: tap the arrow button to move to the next theme.**

Playback mode determines what happens after a theme finishes or when a client presses the control button:

Option	What happens
Repeat	The same theme keeps playing.
Shuffle page	Randomly selects another theme from the same page (category).
Shuffle all	Randomly selects a theme from all available themes.

The app remembers the selected playback mode, even after restarting.

5. Browsing and categories

Each page displays 8 themes. There are three ways to browse themes:

- **Arrows: tap the left or right arrow beside the themes.**
- **Swipe: swipe left or right across the tiles.**
- **Categories: tap the heading at the top (for example, “Relax · Page 1 of 17”). A list of all categories appears; tap one to jump to the relevant page.**

Themes are grouped by category, such as Relax, Beach or Energy. Each category occupies one page.

6. Lighting and screen

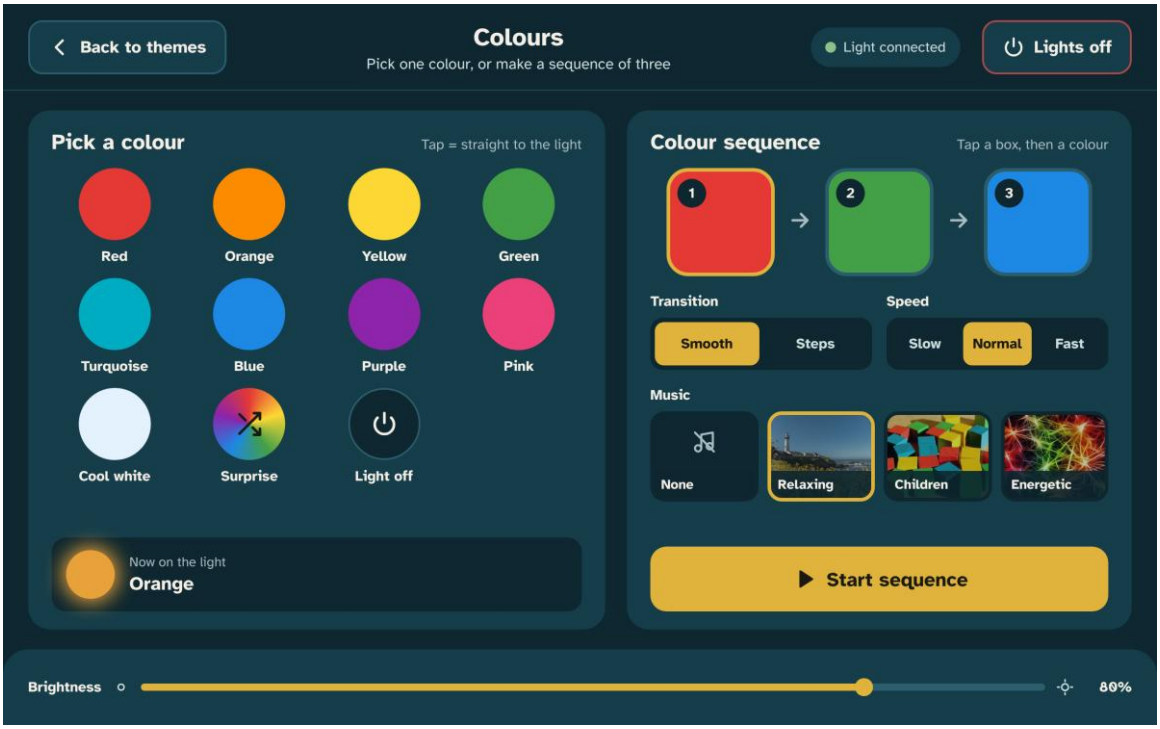
Brightness: move the slider at the bottom to make the lights brighter or dimmer. This works on both the main screen and the colour screen.

Lights off / on: the red button at the top right switches off the room lighting. Any theme currently playing (visuals and sound) continues. The button then turns green and reads “Lights on”; tap it to restore the previous lighting colour. Starting a theme or selecting a colour also turns the lights back on.

Tablet dark mode: makes the tablet screen completely black so its light does not disturb anyone. Touch and hold the screen for a few seconds to restore it.

7. Colour screen

Tap “Colours” on the main screen. Here you can control the lighting independently of a theme.



Single colour (left): tap a colour and the lights immediately change to that colour. “Surprise” selects a random colour; “Lights off” switches off the lights.

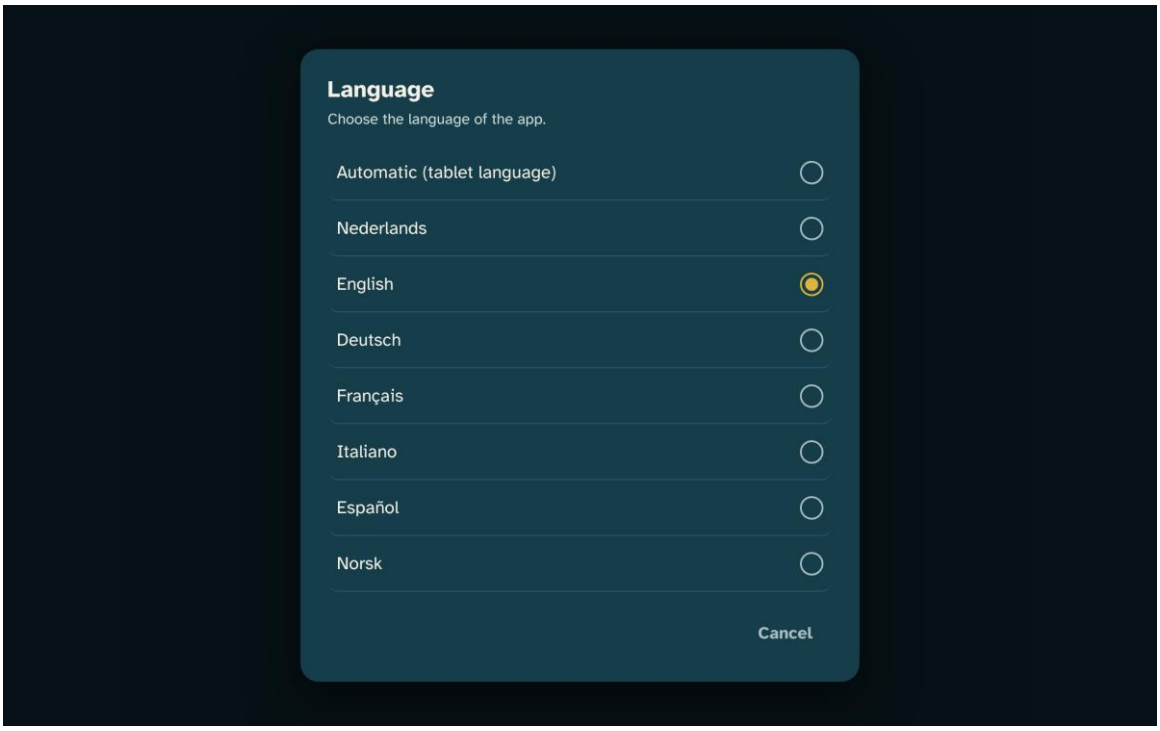
Creating a colour sequence (right): make the lights gradually cycle through three colours.

1. Tap box 1, 2 or 3. The selected box gets a yellow border.
2. Tap a colour on the left. It is added to the box.
3. Repeat for all three boxes.
4. Choose the Transition (Smooth or Steps) and Speed (Slow, Normal or Fast).
5. Optionally select Music.
6. Tap Start sequence. Tap Stop sequence to stop.

8. Administration (for caregivers)

Tap the padlock at the top right and enter PIN code 9102. You can then access:

- **USB key: change the key for this installation. Only necessary after a new installation or a new SD card.**
- **Language: choose from 11 languages or “Automatic” (the app then uses the tablet language).**



Exiting the app: press the back button on the tablet and enter PIN code 9102. This prevents a client from accidentally leaving the app.

> *PIN code 9102 is the same for every installation. Only share it with caregivers.*

9. Troubleshooting

Problem	Possible cause	Solution
Status is red	Lighting module switched off or out of range	Switch on the lighting module and tap the red dot to reconnect.
No image from projector	Projector switched off or HDMI disconnected	Switch on the projector and check the HDMI cable. “No projector connected” means the app cannot detect the projector.
Lights do not respond	No connection to the lighting module	Check the status at the top right and reconnect.
App requests a key	Incorrect or missing USB key	Enter the 16-character key for this installation (supplied by Nenko).
“No SD card found”	USB stick disconnected or incorrectly inserted	Check that the USB stick is properly inserted into the tablet.
Theme has no sound	The theme has no audio file	This is normal for themes without sound.
Screen is black	“Tablet dark mode” is enabled	Touch and hold the screen for a few seconds.
App is slow or freezes	Tablet has been running for a long time	Restart the tablet.

10. Contact

Questions, faults or problems

If you have questions about the Nenko SENSE system, please contact us at sales@nenko.com

If you experience a fault, defect or other problem, you can easily report it using our online service form: https://www.nenko.com/customer-service/warranty-en-repair/

For more information, visit our website www.nenko.com