



DIGITSOLE®

FOOTWEAR. REINVENTED.



CYCLING PROFILER V1

FAQ



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BEFORE PURCHASING

IN WHICH TYPE OF SHOES CAN I PUT MY SOLES?

Run Profiler Cycling is a sole specially designed for cyclists. In addition, Run Profiler Cycling will be particularly suitable for shoes in which you can remove the original insole.

WHAT SIZES ARE AVAILABLE?

The available sizes are from 36-47 (EUR). There are three sizes in one set of insoles. What that means is that the available size are:

- 36-37-38
- 39-40-41
- 42-43-44
- 45-46-47

You can adapt your insoles by cutting them in order to adapt to the size to your shoes.

HOW DO I CHOOSE THE RIGHT SIZE?

We advise you to buy the model that corresponds to your actual shoes size. Each model is designed to be adapted to three sizes. You can cut your soles to fit your actual size. For example, if you are a 40, you must buy the 39/40/41 model and cut it to fit your shoes (i.e. the 40 in the example above).

HOW CAN I CUT MY SOLES?

You can reduce the size of your soles with scissors. However, be careful not to cut beyond the limit drawn on the underside of the footing. Cutting beyond the line may damage the sole electronics, causing irreparable damage to the sole. In fact, cutting across the line will not allow you to use the guarantee.

WHICH SMARTPHONES ARE COMPATIBLE WITH MY SOLES?

To connect your Digitsole soles to your smartphone, your device must have the Smart Bluetooth function that is included in devices with Android 5 or higher or iOS 10.2 or higher. You can find this information in the settings of your phone.

IS IT A SOLE OR A PAIR OF SOLES?

Run Profiler Cycling is sold by the pair.

WHAT IS IN THE BOX?

In the box you will find your pair of Run Profiler Cycling insoles, a USB cable to charge it and a user manual.

SOLE CHARGING



DO I HAVE TO CHARGE MY SOLES BEFORE THE FIRST USE?

Yes, we advise you to charge your soles 100% before the first use. To do this, connect your soles to a USB port using the cable included in the box. Your soles are charged when the indicator lights up red. To see if your sole is 100% charged, wait until the red light goes out. When you disconnect your soles and they are fully charged, they will light up. A green light flashes 4 times.

HOW DO I KNOW MY SOLES ARE CHARGING? HOW CAN I ENSURE THAT MY SOLES ARE 100% CHARGED?

Your soles are charging when the red light is on. To see if your sole is 100% charged, wait until the red light goes out.

HOW LONG SHOULD I CHARGE MY INSOLES?

Around 2.5 hours. For your battery to be 100% charged, wait until the red light goes out.

WHAT IS THE BATTERY LIFE OF MY SOLES?

Your soles have a battery life of around 8 hours of activity. It depends of the activity.

DO I NEED TO CHARGE MY INSOLES AFTER EACH USE?

No it is not necessary.

I CAN'T CHARGE MY SOLES, WHAT SHOULD I DO?

If you do not see a light to indicate charging on the soles and you cannot connect, contact the Digitsole after-sales service.

IS THERE A RISK OF OVERLOADING IF I LEAVE MY SOLES CHARGING ALL NIGHT?

No, there is no risk of overloading. Indeed, the battery stops charging when it is at 100%. However, we still advise you to avoid leaving the soles connected unnecessarily. Also, when you don't use your soles for a long time, make sure they are fully charged.

WHAT HAPPENS IF MY PHONE'S BATTERY IS LOW OR OF MY PHONE IS TOO FAR FROM MY SOLES?

If you no longer have a charge on your phone or if you leave your phone at home to run, this does not pose a problem for recording your activity. Indeed, your soles are equipped with an internal memory that records your run. All you have to do is connect your soles and the smartphone to retrieve all your data.



HOW DO YOU DOWNLOAD THE APPLICATION?

To download the application, you need a smartphone compatible with the application, either Android 10.2 minimum or an iPhone 4S minimum. By going to the app store on your device, you will find the dedicated application. This application is called "Run Profiler Cycling." All you have to do is type "Run Profiler Cycling" in the search bar and download the application.

HOW DO YOU CREATE AN ACCOUNT?

To create an account, simply register an account by retrieving your Twitter or Facebook profile or creating a new username using an email address. Choose your password. Then, you enter your profile (male/female, height, etc.). After registration, you can start your activity.

I FORGOT MY PASSWORD HOW DO I RECOVER MY SESSION DATA?

Simply click on "Forgotten password." You will then have to enter your email address, and we will send you an email to change your password.

HOW DO I CONNECT MY SOLES WITH THE APPLICATION ?

To connect your soles to your application, activate Bluetooth on your phone. Follow all the instructions given by the application until your insoles are detected by your smartphone. You can then start your activity.

HOW DO I ACTIVATE THE BLUETOOTH?

In your phone's settings, click on Bluetooth and activate it. Follow the instructions provided by the application, and your Bluetooth will automatically connect the soles with your phone.

HOW DO I START AN ACTIVITY?

To start your business, connect your soles to your smartphone using Bluetooth. Enter your profile and tap on "START AN ACTIVITY." When you are ready, tap on your screen. To stop the activity, tap on "STOP ACTIVITY".

DO MY SOLES WORK IF THE BLUETOOTH IS OFF?

Yes, once your soles and smartphone are connected via Bluetooth, you can turn off Bluetooth without losing your data.

CAN I SEE MY RESULTS IF I DO NOT HAVE AN INTERNET CONNECTION?

Yes. The results of your race do not require an internet connection.

DO I HAVE TO CARRY MY PHONE WITH ME WHEN I RIDE MY BIKE?

You can do a bike session without your phone, however, some parameters such as the distance covered or the speed parameters cannot be calculated.

INTERNAL MEMORY

HOW LONG CAN MY SOLES RECORD A CYCLING SESSION?



5 hours

HOW CAN I CLEAR THE MEMORY OF MY SOLES?

To clear the memory of your soles, simply connect them to your smartphone via Bluetooth. Your race data will be automatically transferred to your application.

ISSUES WITH THE APPLICATION

THERE ARE INCONSISTENCIES IN MY RESULTS, WHAT CAN I DO?

Contact our After-Sales Service to find a solution. Create a support ticket [here](#).

MY RESULTS DON'T APPEAR ON MY PHONE, WHAT CAN I DO?

Contact our After-Sales Service to find a solution. Create a support ticket [here](#).

MY PHONE CAN'T DETECT MY INSOLES, WHAT CAN I DO?

Have you tried turning on the mobile phone's Bluetooth? Have you tried recharging the soles? Alternatively, you can send us an e-mail or call Digitsole After-Sales service to find a solution.

OTHER QUESTIONS

HOW CAN I WASH MY SOLES?

You can clean your soles with a damp cloth and soap. Then let them dry at room temperature. Do not place them on a hot surface or radiator. Cleaning your soles with a damp cloth will not damage your soles because they are splash-resistant (IP66 certified). Do not use other cleaning products and do not put them in the washing machine.

HOW DO I MAKE SURE MY SOLES ARE OFF?

Your soles will turn off after 20 minutes of inactivity.

CAN THE INSOLES REPLACE ORTHOPEDIC INSOLES?

Our insoles are developed with podiatrists and biomechanics to maximize their comfort. As their shape is standardised, they cannot replace orthopaedic inserts.

CAN I PUT AN ORTHOPEDIC SOLE ON TOP OF THE RUN PROFILER CYCLING?

No. Your foot may be too compressed in the shoe if you overlap the two pairs. We suggest you to alternate between orthopedic insoles to correct the positioning of your feet and Run Profiler Cycling insoles to analyse your run.

WHAT ARE THE WARRANTY CONDITIONS?

The Run Profiler Cycling are guaranteed for 2 years.