

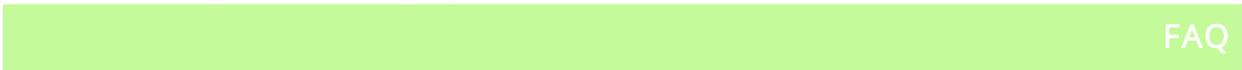


# DIGITSOLE®

FOOTWEAR. REINVENTED.



## RUN PROFILER V1



FAQ



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## BEFORE PURCHASING

### IN WHICH TYPE OF SHOES CAN I PUT MY SOLES ?

Run Profiler is a sole specially designed for runners. In addition, Run Profiler 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 sole, which means that the available sizes are:

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

### HOW TO CHOOSE THE RIGHT SIZE?

We advise 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 (iPhone 4S or higher). You can find this information in the settings of your phone.

### IS IT A SINGLE SOLE OR A PAIR OF SOLES?

Run Profiler is sold by the pair.

### WHAT IS IN THE BOX ?



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

## SOLES 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 four 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 that your sole is 100% charged, wait until the red light goes out.

### HOW LONG SHOULD I CHARGE MY INSOLES ?

Around 2h30min. 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. However, to be at ease the day you want to run, we advise you to charge them.

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

If you do not see the light to indicate charging on the soles and you are unable to connect, open a support ticket by clicking on this link: <https://www.digitsole.com/fr/service-apres-vente/> or call the Digitsole service team to find a solution.

### 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.



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## WHAT HAPPENS IF MY PHONE'S BATTERY IS LOW OR 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 in 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 with your smartphone to retrieve all your data.

## FIRST USE

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### HOW TO DOWNLOAD THE APPLICATION ?

To download the application, you need a smartphone compatible with the application, either Android 5.0 minimum or iPhone 4S minimum. By going to the app store on your device, you will find the dedicated application. This application is called "Run Profiler Running." All you have to do is type "Run Profiler Running" in the search bar and download the application.

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### HOW DO I CREATE AN ACCOUNT ?

To create an account, simply register an account by retrieving your Twitter or Facebook profile or create 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.

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### 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.

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### HOW DO I CONNECT MY SOLES WITH THE APPLICATION ?

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

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### WHY DO I NEED TO CALIBRATE MY SOLES ?

Before you start working, you have the ability to calibrate your soles. Calibration allows your insoles to better understand your runner profile and therefore to more effectively measure your subsequent performance. To finish calibrating your soles, take about 200 steps at a fast pace so that your soles can analyze how you run. It is recommended to complete the calibration for a more detailed analysis of your strokes, but you can always postpone it.



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### HOW DO I ACTIVATE 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 and your phone.

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### HOW TO START AN ACTIVITY ?

To start your activity, 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".

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### DO MY SOLES WORK IF THE BLUETOOTH IS OFF ?

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

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### CAN I SEE MY RESULTS IF I DON'T HAVE AN INTERNET CONNECTION ?

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

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

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

## INTERNAL MEMORY

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### HOW LONG CAN MY SOLES RECORD A RUNNING SESSION ?

5 hours.

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### HOW CAN I CLEAR THE MEMORY OF MY SOLES ?

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

## UNDERSTANDING THE DATA FROM MY RACE

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### WHERE CAN I FIND THE RESULTS OF MY TRAINING SESSIONS ?



You can display a summary of your main training data in the HISTORY section of the application.

To view all the training results, select HISTORY, then drag the screen up or simply tap on the different categories: "Performance," "Efficiency," "Injury," or "Fatigue."

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### WHAT DOES THE « LIVE » PART INVOLVE ?

The "Live" section offers real-time tracking of your run, showing the main aspects of your run, monitoring criteria such as distance covered, number of strides or number of calories burned. At the end of your training, you can get more information by going from the "Live" screen to your training history.

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### HOW ARE MY SCORES/RESULTS CALCULATED ?

To calculate your results, our soles consider different characteristics of your stride and where and when you were and take them into account. Thanks to our powerful algorithms, our engineers and biomechanical specialists can analyze your course in detail.

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### WHAT SHOULD I DO IF I HAVE A HIGH RISK OF INJURY ?

The important thing is to allow sufficient recovery time for your body between workouts. If you want to increase the number of sessions (more than three per week), then a consultation with a podiatrist for orthopedic insoles, or specialized pedagogical training, should be considered.

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### HOW CAN I REDUCE MY LEVEL OF FATIGUE ?

Train more to run more. The only way to reduce fatigue is to train by following a training program or reduce your running speed.

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### WHAT DO THE QUESTION MARKS ON THE GRAPHS MEAN ?

After each training session, RUN PROFILER analyses your course and displays your results in graphical form. Each graph has question marks next to it. These questions are there to explain what each graph means and to give you more details about your results.

## APPLICATION GLOSSARY

- **Inactivity ratio:** Time spent at rest during training.
- **Step:** The step means a complete movement of your step in progress.
- **RFS:** The first contact of your foot with the ground is with your heel
- **MFS:** The first contact of your foot with the ground is in the middle of your foot
- **FFS:** The first contact of your foot with the ground is in the front of your foot
- **Time in flight:** Time spent in the air during a stride
- **Impact resistance:** The amount of force during impact on the ground
- **Contact time:** Time spent with your foot in contact with the ground
- **Time on the heel:** The time spent with your weight only on your heel



- **Propulsion level:** The intensity of the propulsion your stride
- **Propulsion time:** Time spent propelling you
- **Support type:** RFS MFS FFS FFS
- **Instability of the stride:** Amount of foot movement
- **Contact time / flight time ratio:** Time spent in contact with the ground or in the air in percentage of the total time of the stride
- **Aerial stride:** Description of the stride: an aerial stride is a stride where the center of gravity moves upwards and the runner spends most of his time in the air
- **Ground stride:** Description of the stride: a ground stride is a stride where the center of gravity is very low and the runner spends a lot of time in contact with the ground.
- **Rhythm:** Estimated time to complete one kilometer.
- **Calibration:** Allows for a precise distinction to be made between walking and strides.
- **Efficiency:** The ability to achieve a goal by increasing the return on effort.
- **API key:** Code used by software to identify the requesting program or user
- **Key Chain:** Used to manage passwords in iOS
- **Firmware:** Embedded software (real-time operating system)
- **DFU:** Device firmware update
- **DFU Bootloader:** Firmware that loads different firmware (a program that allows the DFU to terminate)
- **Device:** Electronic device.

## ISSUES WITH THE APPLICATION

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

Open a support ticket by clicking on this link : <https://www.digitsole.com/fr/service-apres-vente/> or call the Digitsole service team to find a solution.

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

Open a support ticket by clicking on this link : <https://www.digitsole.com/fr/service-apres-vente/> or call the Digitsole service team to find a solution.

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

- Make sure your Bluetooth is enabled
- Fully charge your soles : Plug in your soles until the red LED goes out.
- Make sure to disconnect your insoles. The insoles cannot be detected during charging.
- Turn off the Bluetooth on your phone and turn it back again.
- If you still have problems, reset the soles by plugging them in/out.



Alternatively, you can create a support ticket by clicking on this link: <https://www.digitsole.com/fr/service-apres-vente/> or call the Digitsole after-sales team to find a solution.

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### I CAN'T CALIBRATE MY SOLES. WHAT CAN I DO ?

If you can't calibrate your soles the first time, try again, insisting on the heel and walking fast.

If this still doesn't work, open a support ticket by clicking on this link: <https://www.digitsole.com/fr/service-apres-vente/> or call the Digitsole after-sales team to find a solution.

## OTHER QUESTIONS

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### 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.

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### HOW DO I MAKE SURE MY SOLES ARE OFF ?

Your soles will turn off after 20 minutes of inactivity.

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### CAN THE INSOLES REPLACE ORTHOPEDIC INSOLES ?

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

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

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

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### WHAT ARE THE WARRANTY CONDITIONS ?

The Run Profilers are guaranteed for two years.