

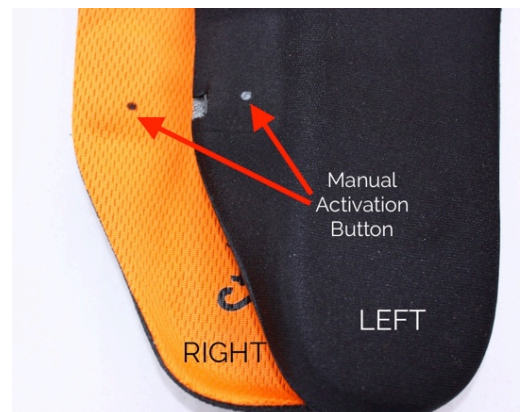
Stridalyzer Device Not Connecting

Troubleshooting steps

1. Insoles: Ensure they have been charged for a few hours.
PODs: Ensure Blue light comes on when button is pressed.
(If blue light does not come on, battery needs replacement)

2. Kill the Stridalyzer app, turn Airplane mode off and back on, and restart Stridalyzer app.

3. Insoles: Press Manual Activation Button using your thumb, and test again with app.
POD: Press center button, ensure steady Blue light on, then try to connect.



4. Insoles & POD: If still does not connect, Download app "LightBlue" (on iOS) or "BLE Monitor" (On Android).

5. Insoles & POD: Repeat step 3 with LightBlue/BLE Monitor app in foreground. Note if Stridalyzer devices are detected.

6. Report findings to support@retisense.com for further instructions.

