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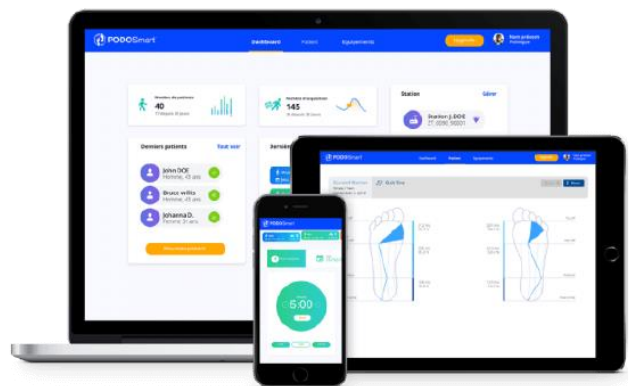
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Product information

What is the content of my Digitsole Pro® kit?

The Digitsole Pro® kit comes with a case containing the following items:

- 6 insoles with the following sizes: (EU size) 36/37, 38/39, 40/41, 42/43, 44/45 and 46/47
- 2 DSPods (1 right, 1 left)
- 1 DSPods charger kit, consisting of a charger plug and a charger dock
- 1 document indicating where the user manual may be found and how DSPods can be inserted into Digitsole insoles
- 1 document describing how to use the charger kit
- A strap



What is the compatibility of the web interface?

The Digitsole Pro® interface is compatible with both PCs and tablets (iOS, Android and Microsoft). We advise you to use Google Chrome (version 87 to 90), Firefox (version 82 to 85) or Edge (version 86 to 87).

What is the compatibility of the application?

The Digitsole Pro® app is free and works with iOS 13.0 and Android 6.0 mobile devices.

Insoles & DSPods

How to insert the DSPods into the Digitsole Pro® insoles?

Insert the DSPods into your insoles as follows:

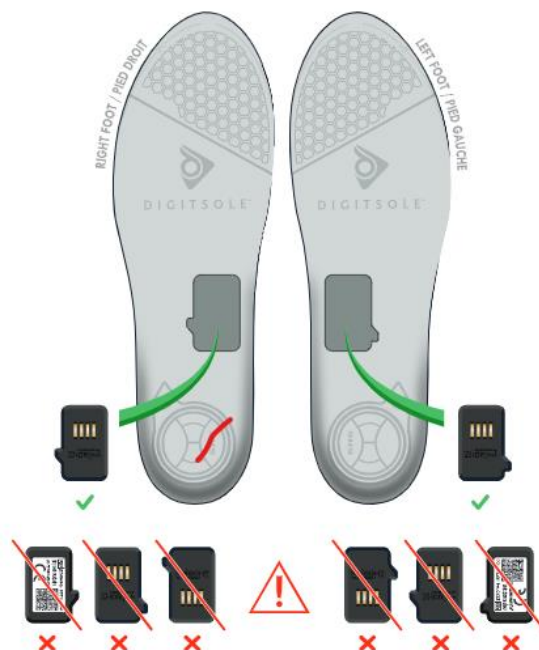
- Identify left and right DSPods



- Identify the left insole and the right insole



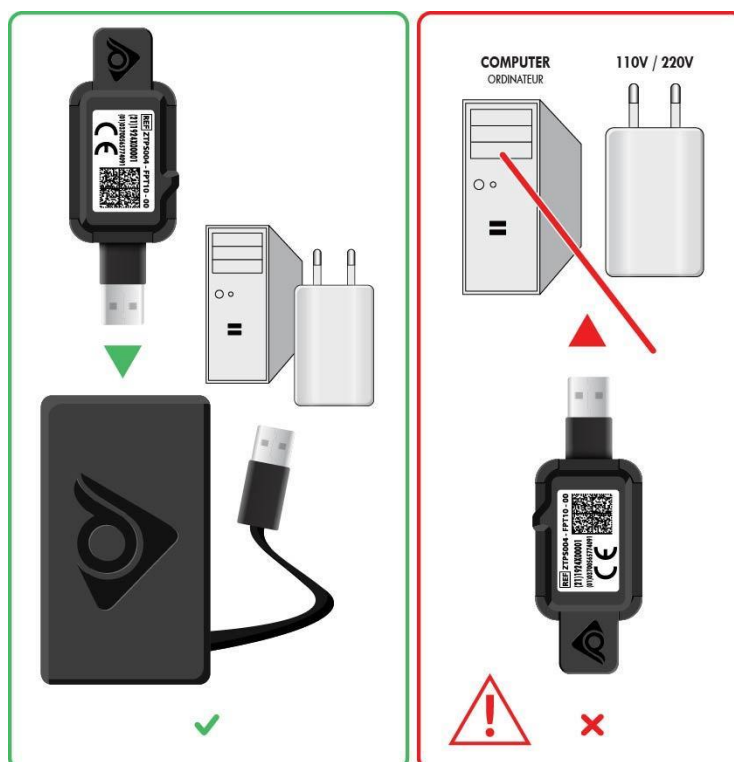
- Place the left DSPod in the left insole and the right DSPod in the right. Please keep in mind that the DSPods must be inserted in the correct direction for the data capture to work (see image below)



How to charge my DSPods

Remove the DSPods from the insoles and position them on either side of the Plug USB charger. After connecting the two boxes to the USB plug, place everything in the charger connector provided for this purpose. To power the device, plug the connector into a USB port on your computer or into a power supply that fulfils IEC 60601-1: 2005 (1MOOP) medical specifications.

The recharging time is approximately 2.5 hours.



CAUTION



Remember to charge DSPods before leaving them disconnected for extended periods of time to avoid damaging the battery.

To maximise the lifespan of your DSPods, charge them at temperatures ranging from 10°C (50°F) to 40°C (104°F).

How to know if my DSPods are fully charged?

- While charging: The LED of a charging DSPod will be on. When the light is off it means that the DSPod is fully charged.
- On mobile app: Battery levels are displayed on the app. Check the corresponding card to your DSPods to see the levels. If the pods are not shown in the insoles list, you need to pair them.

The QR code of my DSPod is erased, what can I do?

If your Datamatrix is erased contact us at support@digitsolepro.com

To save time, please send us a picture of your DSPods and the email address you used to create your account on Digitsole Pro®.

Are the DSPods waterproof?

Regarding IEC 60529:2013, DSPods are IP56 which means the devices can be used on a rainy day and while walking in puddles of water.

Can I connect to my DSPods while another Bluetooth device is paired with my mobile?

You can connect your DSPods while another Bluetooth device is paired with your mobile.

How to clean my devices?

It is recommended that the following operations be performed on a regular basis and **before the first use**:

- Use a disinfectant that meets the following requirements:
 - EN1276*, EN13727*, EN13697*, EN14561 bactericide (including SARM).
 - Mycobacterium Terrae EN14348* and EN14563* tuberculocide.
 - Fungicide EN14562* (on Aspergillus Fugimatus).
 - Levuricide EN1650, EN13697*, EN13624*, EN14562* on Candida albicans.
 - Virucide EN14476 on HBV, HCV, Adenovirus, Coronavirus, Norovirus, RSV, H1N1, HSV-1, Polyomavirus* and Rotavirus*.

*Unless it is very soiled

- We recommend the STERICID S-3DM product, which is available from Digitsole at: contact@digitsolepro.com and satisfies the requirements.
- Allow to air dry before reusing, or wipe with a clean, dry, lint-free cloth.

CAUTION

- !
 - Do not clean the device with corrosive chemicals, oil, acetone, or petroleum-based products
 - Do not place the device in a washing machine, dryer, hand dryer, or other piece of equipment.
 - Avoid immersing the device in water

What to do at the end of product life?

Electronic components and lithium-ion batteries are subject to recycling regulations which vary by country and region. Please observe the legislation in effect in your region before disposing of these insoles to respect good environmental practices.

As a result, the device should be returned to your healthcare provider, distributor, or manufacturer.

I can't connect the DSPods, what can I do?

Make sure that the DSPods are charged, unplugged from the charger and not in standby mode.

To make sure the DSPods are not on standby, shake them to wake them up. You can also plug and unplug them.

If the problem persists, delete and re-add your DSPods to the application.

I can't manage to update the insoles, what can I do?

Make sure that the DSPods are charged, unplugged from the charger and not in standby mode.

To make sure the DSPods are not on standby, shake them to wake them up. You can also plug and unplug them.

If the problem persists, delete and re-add your DSPods to the application.

What is the range of the DSPods? Do I have to stand next to the phone?

The insoles communicate with the device only at the launch of the acquisition and at the end of it. During these two periods, the DSPods must be at a maximum distance of two meters from the phone.

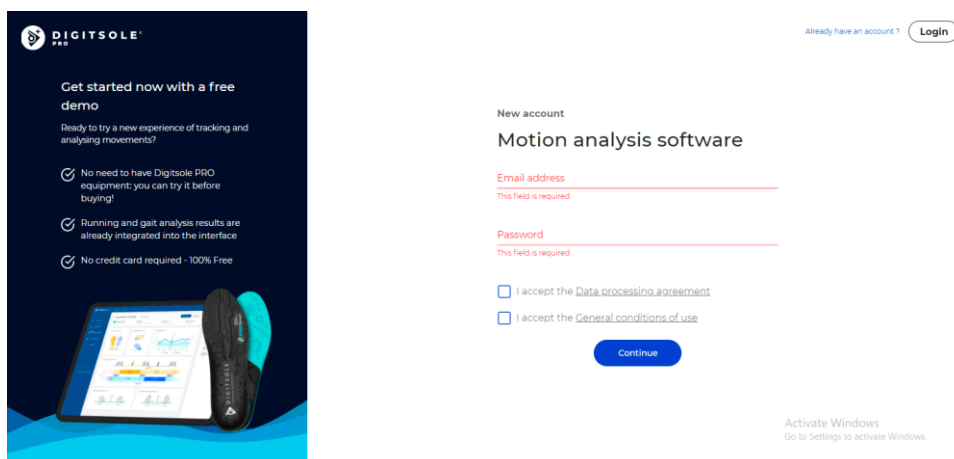
However, during the acquisition, the DSPods keep all the information and transmit it to the phone at the end of the acquisition.

Web app

How to create an account on Digitsole Pro®?

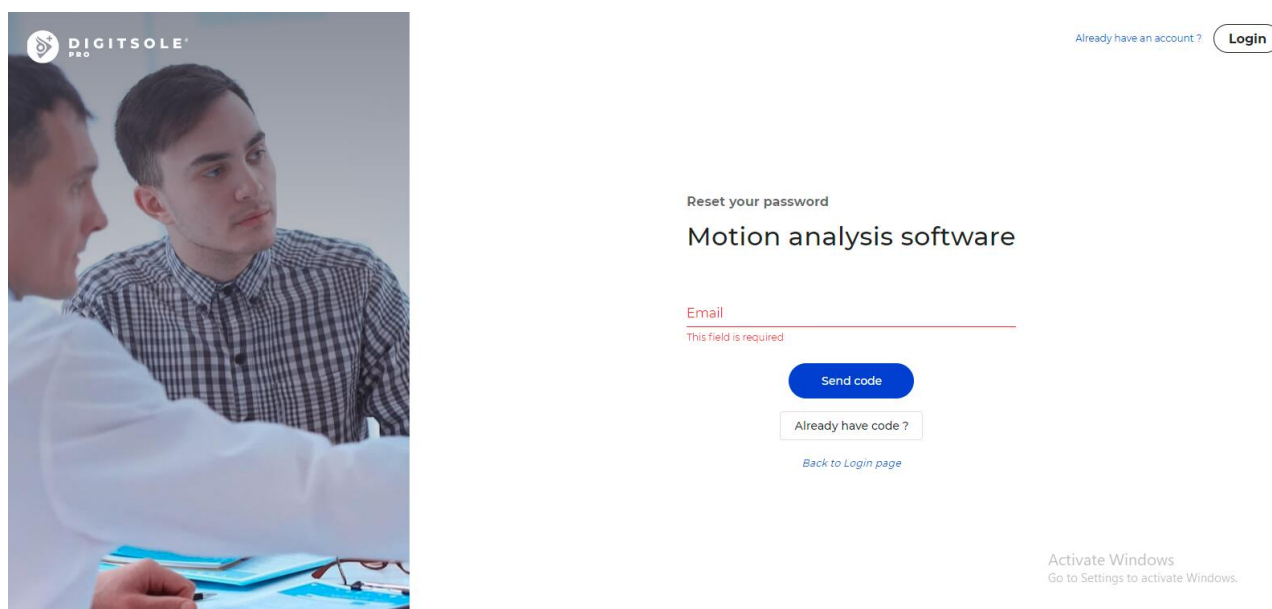
If you have not already done so, go to the following page to create a Digitsole Pro® account:

<https://app.digitsolepro.com/auth/sign-up>



After reading the data processing contract, enter the email address and password you want to use for your Digitsole Pro® account.

Your password must have at least eight characters, containing at least one number, one lower case, one capital, and one special character for security purposes.



After that, you will receive an email with a code to confirm your registration. Please enter it in the field provided.

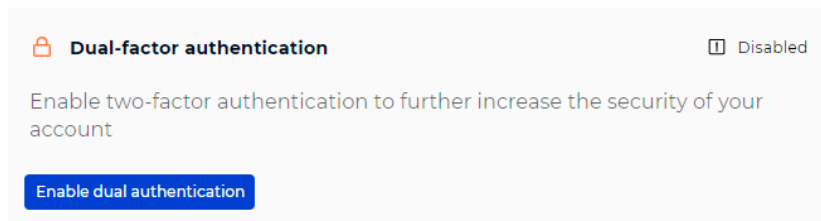
Then enter your personal data to finish your account creation.

How to activate the two-factor authentication?

To add two-factor authentication, go to the **Your account** in the top right corner



Then select **Enable two-factor authentication** in the menu.



Scan the QRCode with your two-factor authentication app (for example, Google authenticator) and enter the code in the area specified for this purpose.

Enable dual authentication

Scan the QR code below with your dual authentication application

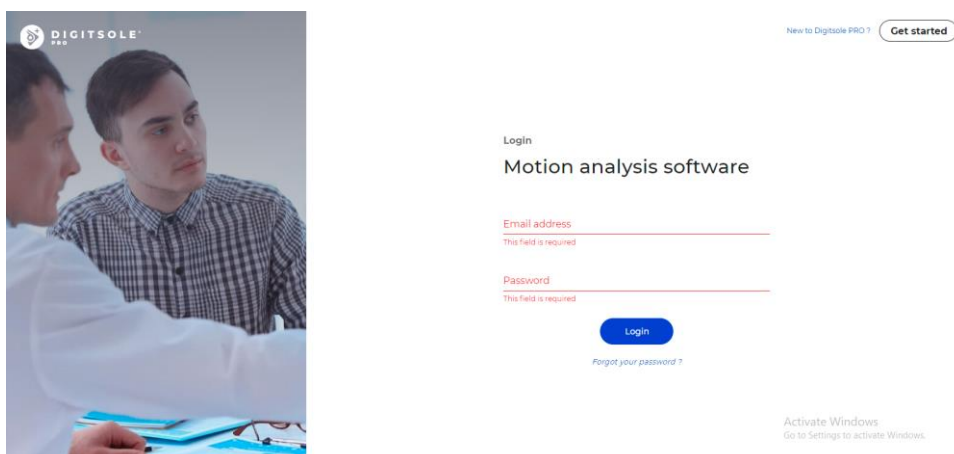


[Problem scanning the code?](#)

How to login to the interface?

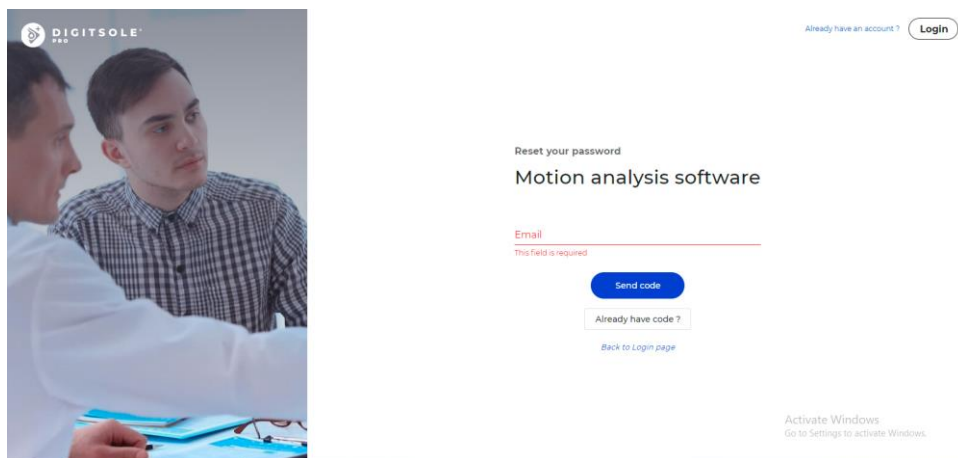
To access the interface, ensure that you have already made your account on the web interface. You are able to connect to this application using the same credentials. Log in via the following link:

<https://app.digitsolepro.com/auth/sign-in>

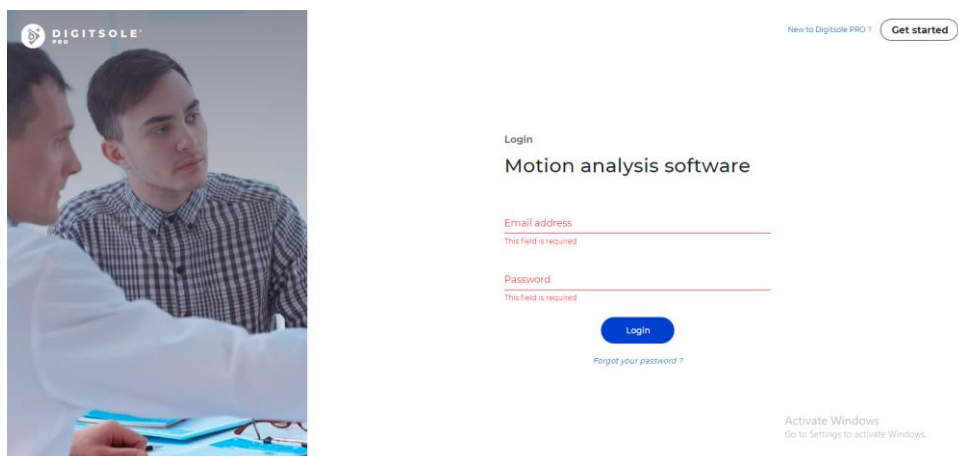


To log in, enter your account's email address and password.

If you have forgotten your password, click **Forgot password**, enter your email address in the provided box, and then click **Send code**.



Along with your new password, enter the code you received through email. When you click **Submit**, your password will be changed.





You then proceed to the login screen, where you enter your email address and your new password to use Digitsole Pro®.

How to change my practitioner information?

To change your practitioner information, go to the **Your account** button at the top right



Then, to change your practitioner information, click the **Pen** icon.


Profile


First name *
Digitsole

Last name *
Pro

Professions *


Neurologist

Osteopath




Physiotherapist

How to add a patient?













Select the **Patients** tab, then click on **New patient** on the top right.


Pro's workspace
Demo

Patients

Filter the list
(Last name, first name, shoe-size)
New patient

Last name	First name	Birth date	Shoe size	Latest analysis	Actions
Belle	Cutrey	June 13, 2014	40	No analysis yet	 
BRIDON	Paulette	March 16, 1944	37	No analysis yet	 
DOE	John	September 9, 1986	40	October 4, 2021 - 16:24 Walking	 
Mireille	Aderbe	October 9, 2014	38	No analysis yet	 
Paul	Martin	July 22, 1998	45	October 28, 2021 - 17:27 Walking	 
Robert	Bob	December 12, 2012	36	No analysis yet	 

Rows per page: 10 1-6 of 6

Activate Windows
Go to Settings to activate Windows.

A new window opens, allowing you to enter your patient's details, address, preferred method of contact, purpose for consultation, and any history and pathologies.

×

New patient

Information
^

First name *

Last name *

Birth date *

Height * ft

Weight * lbs

Shoe size * ▼

Gender * Man Woman

* Required fields

Pathology (This field is required)
+ Add

No pathology is selected

Please make sure to fill in the correct pathology as it can have an impact on the interpretations and norms of the analyses.

Healthy patient

Yes
No

Save
Cancel

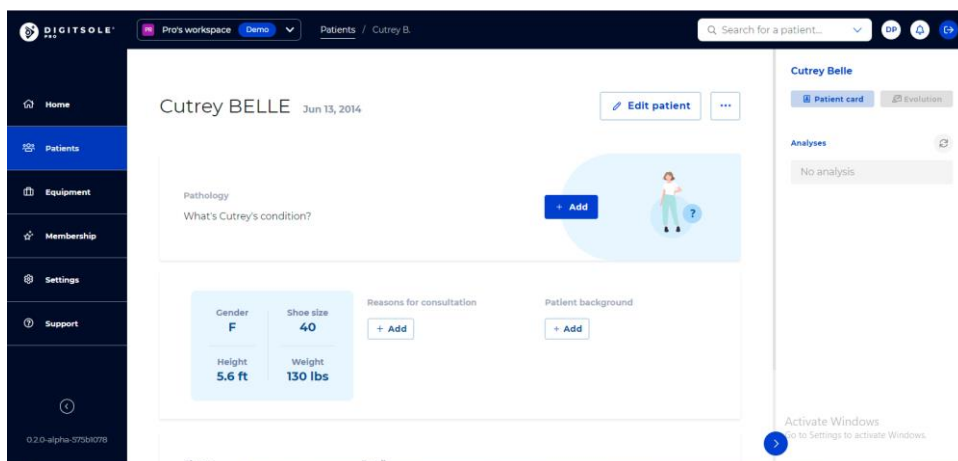
Mandatory fields are indicated with an Asterisk (*) in the “Information” section and in the “Pathology” section. When finished, click **Add**.

How to edit a patient?

To make changes to a patient's file, go to the Patient tab and then choose the patient.

Click **Edit patient** to make changes to the patient's personal information, address, and contact information.

Depending on the data already entered, you will be able to change or add a known pathology, reason for consultation, and history by clicking on the **Pen** icons or on **Add** to add new ones.

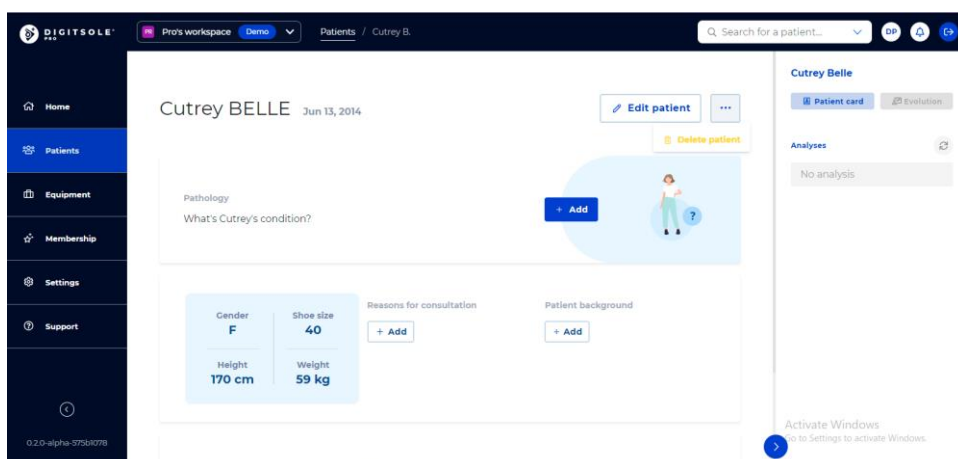


How to delete a patient?

To make changes to a patient's file, go to the **Patient** tab and then choose the patient.

To change the patient's personal information, address, or method of contact, click “...” at the top right, then **Delete patient**.

Please note: This is an irreversible action.



How to search a patient's name

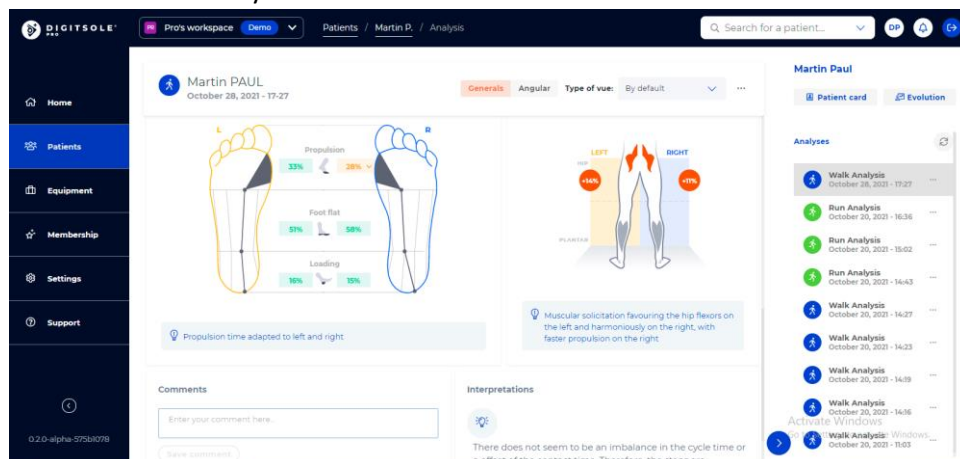
Type the last name and/or first name of the patient you are looking for in the **Search for a Patient** section at the top right of the **Home** page, and then click on their name to access their patient file.



How to add comments on a report or an acquisition?

In the analysis results of an activity, at the bottom of the results, you can leave a comment in the dedicated section.

When leaving your comments here, they will be saved. You will be able to find them at any time with the results of this activity.



Once the report is exported, you can leave a comment in the dedicated section. Comments in the export will not be kept or appear later in the interface. Nevertheless, you can print them, send them by email to the patient or save them as a PDF.

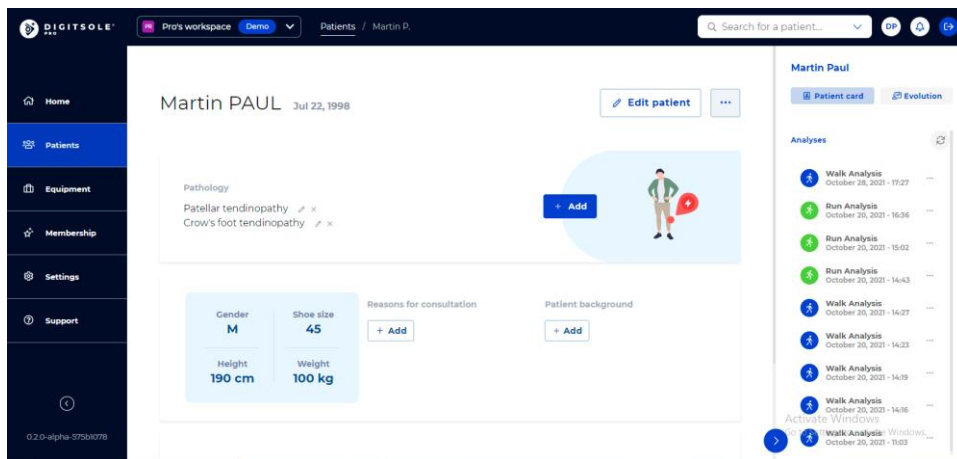


How to compare analysis?

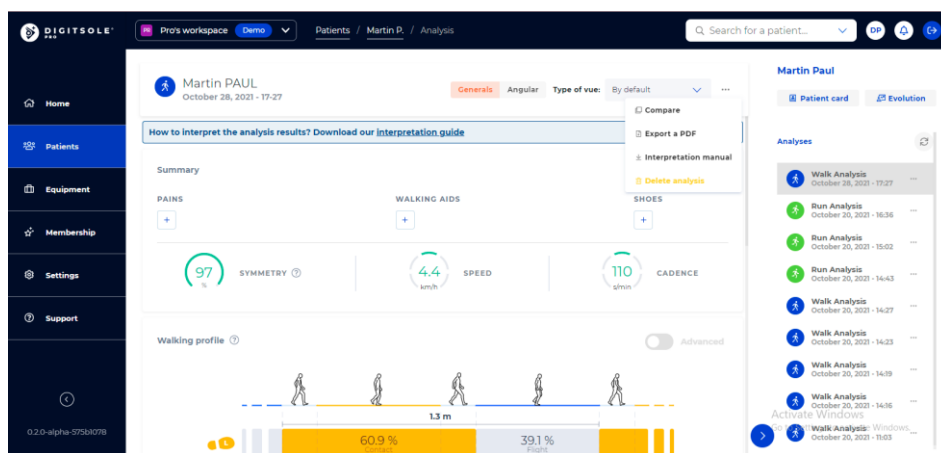
Select the **Patients** tab, then the selected patient's line.

You are now in the patient file.

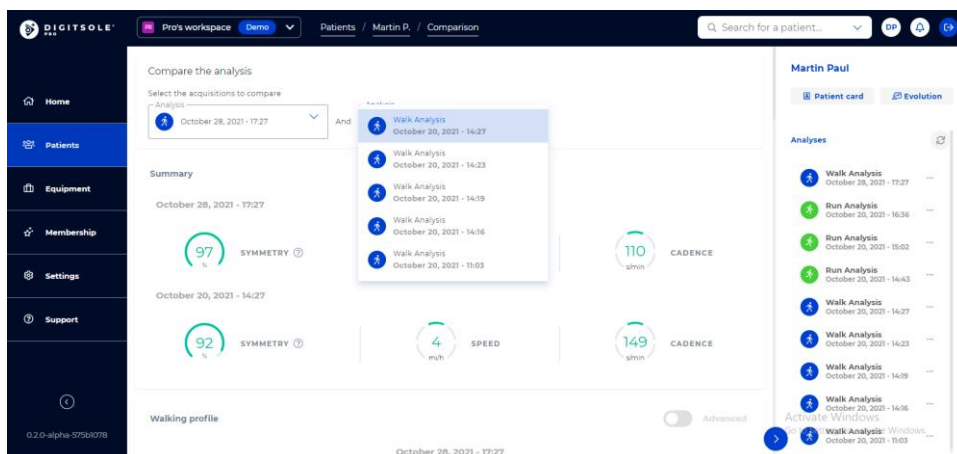
The "Analyses" section is on the right. Select the analysis you wish to compare by clicking on it.



Once the analysis is open, click “...” button in the upper right corner, followed by **Compare**.



Then select the analysis that you want to compare it with. Then select the analysis you want to use as a comparison

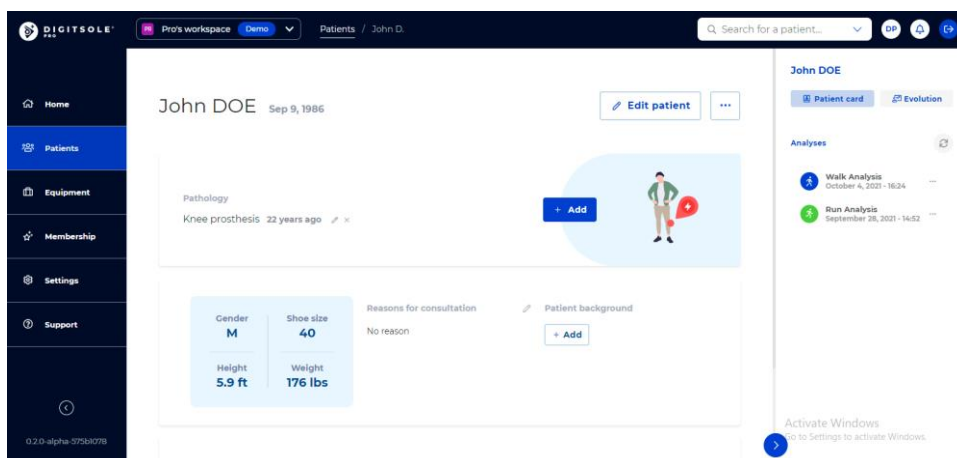


How to delete an analysis?

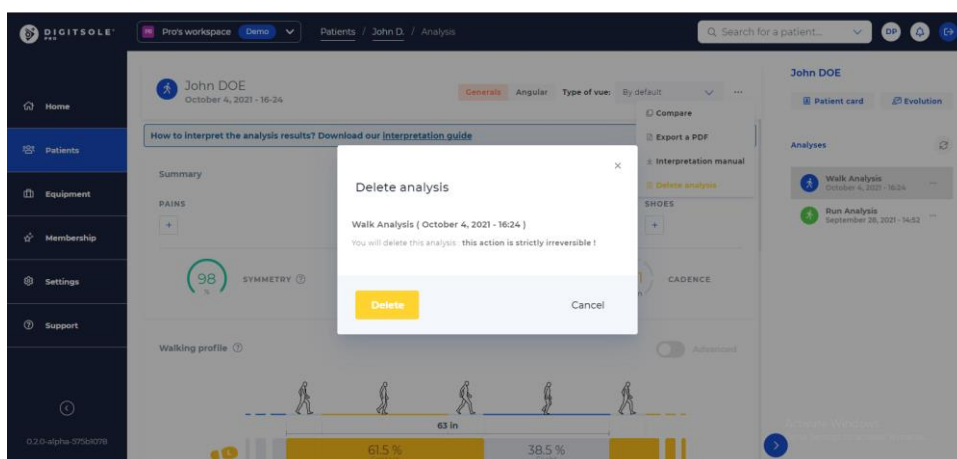
Select the **Patients** tab, then the selected patient's line.
You are now in the patient file.

The “Analyses” section is on the right.

Click... and select **Delete analysis** next to the data capture you want to delete.



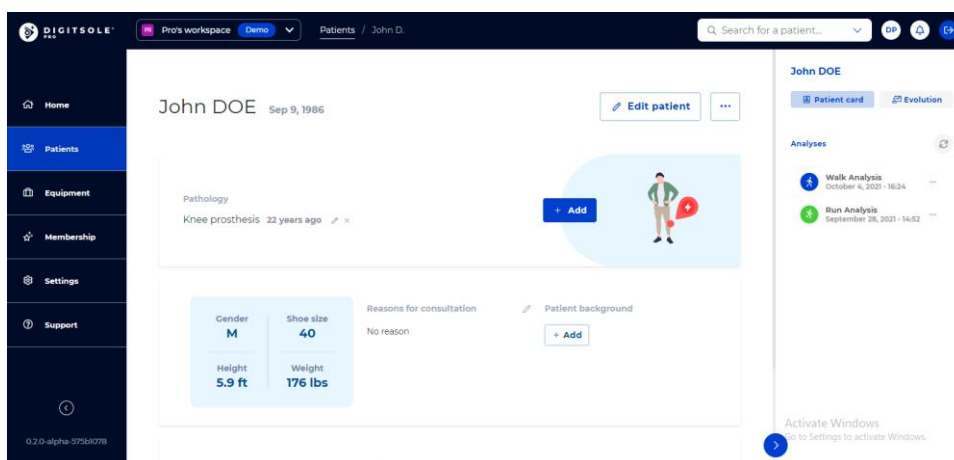
A window appears, asking you to confirm your deletion request.
The data capture will be permanently deleted if you click **Delete**.



How to see analysis results?

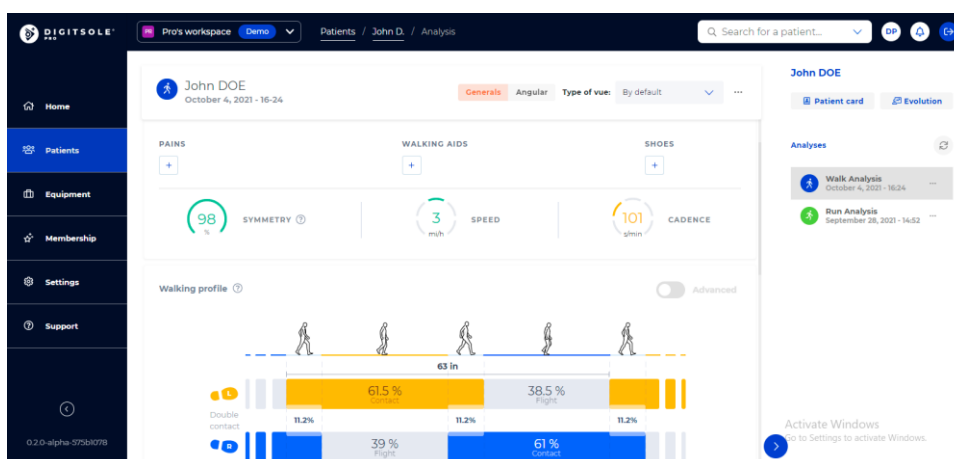
Select the **Patients** tab, then the selected patient's line.
You are now on the patient file.

The “Analyses” section is on the right. Select the analysis you wish to view by clicking on it.



The patient analysis is now displayed.

In the top right corner, you can select the type of view you want: General or Angular, then: Neurological, trauma, rehabilitation. You can also select the default view or edit it with the settings that you want to see.



How to delete my account?

To delete your account, contact us at the following email address: support@digitsolepro.com

Saas (use Licensing Information or Subscription Information)

Can I upgrade or downgrade?

You can upgrade or downgrade and don't have to wait until the end of the license (6 months for Standard). You can change at any time by reaching out to us.

Is there a warranty on the chip?

Everything will be replaced at no charge within 12 months of purchase.

If I upgrade, do I reset the 6 months agreement? (for Standard)

If you upgrade or downgrade your contract, it will not impact the original ongoing 6 months (for standard) agreement.

If after 6 months (for Standard) I want to stop my agreement, do I get charged?

If you want to stop the agreement after 6 months (for standard, you will not be charged)

If I cancel before 6 months (for Standard), do I get charged?

If you want to cancel before the end of the 6 months, the remaining balance must be paid.

Settings

How to change language?

- From the web interface: In the settings section you can change interface language.
- From the app: You can't change the language on the app. The language of the application depends on the language in which your phone is configured

How to change unit system?

- From the web interface: In the settings section, you can change the unit system (metric or imperial).
- From the app: In the settings section you can change units system.

Security

How can I be sure that the website is secure?

Check the address bar of your browser: a small padlock before the address of the interface will indicate the communications are encrypted with an SSL certificate

What should I do if the URL is blocked by my antivirus?

During the configuration, if your URL is blocked, just go to your antivirus settings, and unblock it.

PDF

What should I do if I have difficulties with PDF export?

We advise you to use Google Chrome, Mozilla Firefox, Safari, or the latest version of Microsoft Edge.

How to send the report to the patient by email?

The only way to send the report directly to the patient is by clicking on Print but instead of selecting your printer, choose "Save as PDF".

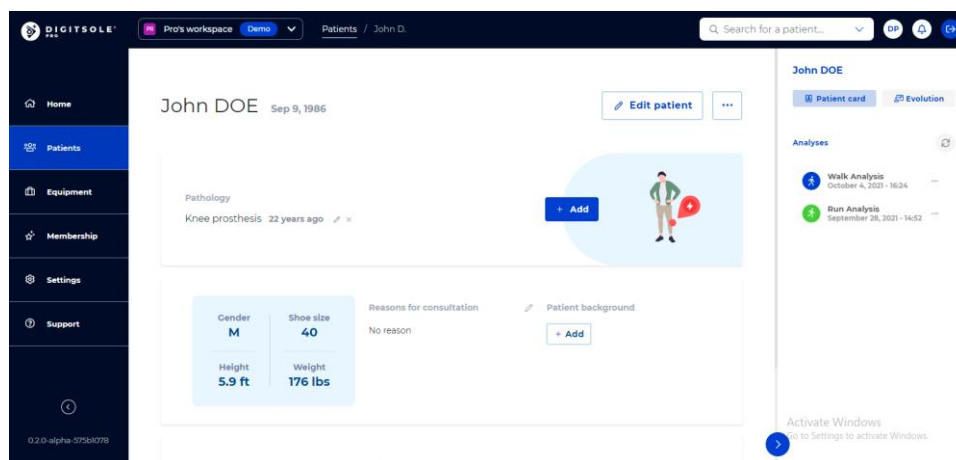
You will then be able to send the PDF by email to your patient as an attachment.

How to generate a report?

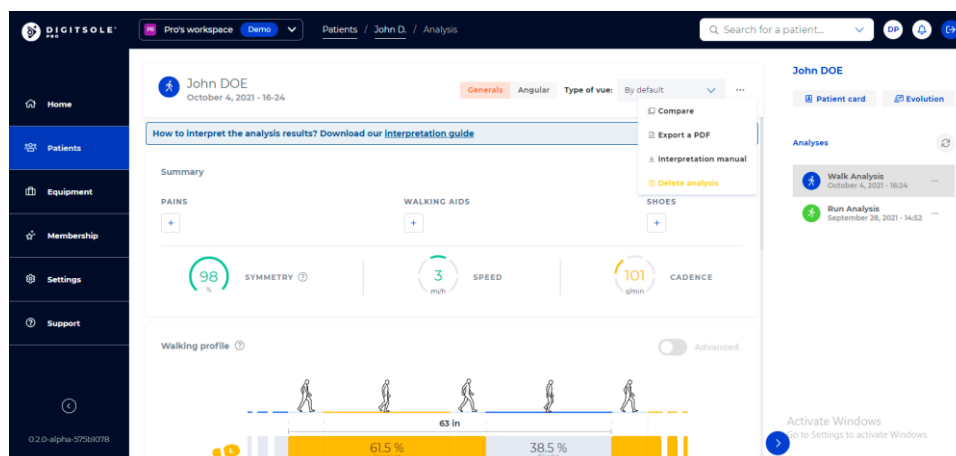
Select the **Patients** tab, then the selected patient's line.

You are now on the patient file.

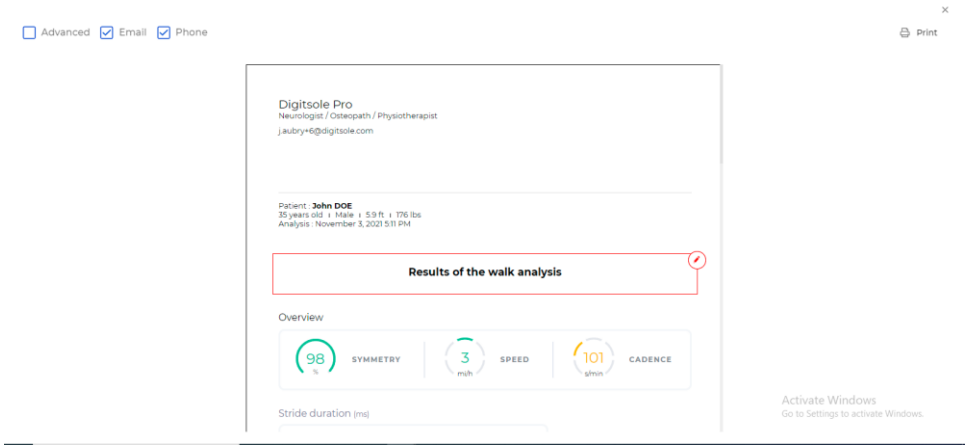
The "Analyses" section is on the right. Select the analysis you wish to view by clicking on it.



Once the analysis is open, click "..." button in the upper right corner, followed by **Export PDF**.



The export analysis page will appear.

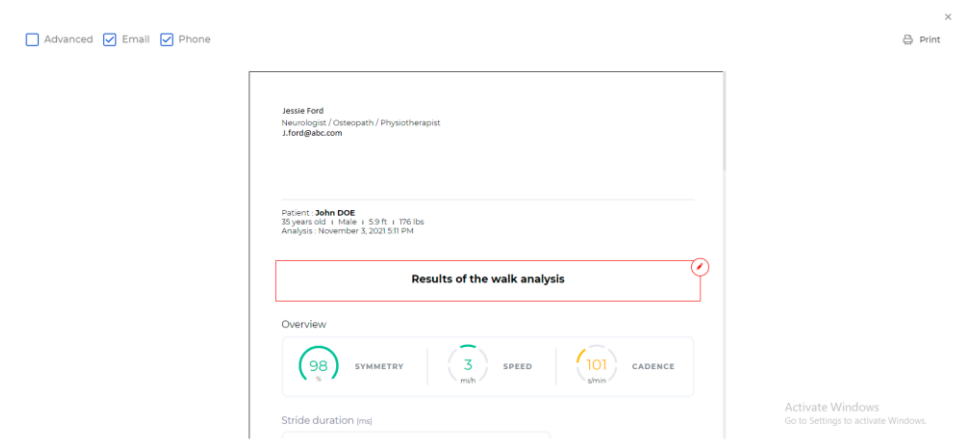


How to hide practitioner information on the report?

Following the completion of your analysis export, you can:

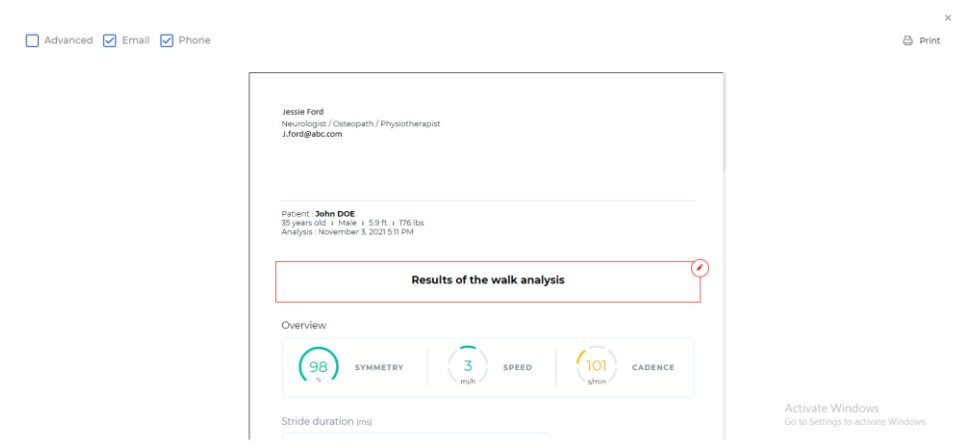
- Check the "Advanced" box to generate a more advanced report
- By clicking on the **Eye** icons, you can choose whether or not you'd like your email address and/or phone number to be shown.

Note: A crossed-out eye indicates that the parameter will not be presented on the report; an uncrossed-out eye indicates that the parameter will be displayed on the report.



How to print report?

When your analysis export is finished, you can print the report by clicking on the **Print** button at the upper right of the screen.

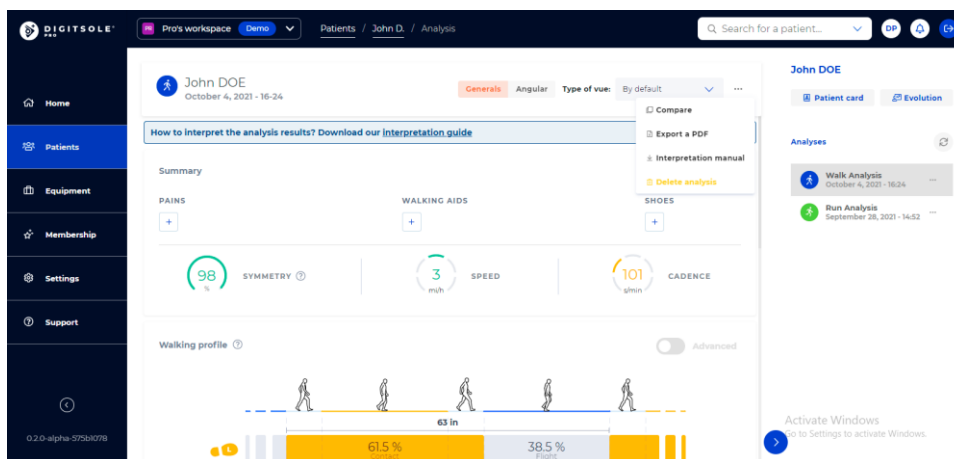


Acquisition

Where can I find the walking and running interpretation manuals?

Click on a walking or running activity.

At the top of the activity analysis, click on the three small dots and then click on **Interpretations Manual**.



By clicking on **Interpretations Manual** via a walk analysis, you can download the manual for walking.
By clicking on **Interpretations Manual** via a running analysis, you can download the manual for running.

Why is my acquisition invalid?

Make sure you have taken more than 10 steps during the acquisition, if this is the case you can stop the acquisition and refresh the web page.

Make sure to place the DSPods in the right position in the insoles. (Refer to : How to insert the DSPods into the Digitsole Pro® insoles)

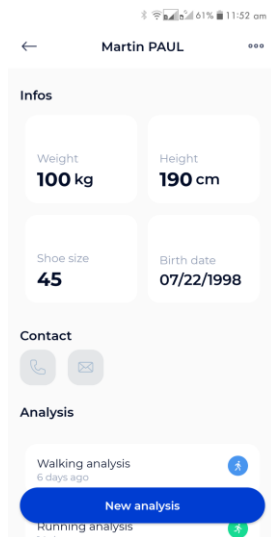
If the problem appears again, please contact us and send us the **error report**.

What is the minimum running speed?

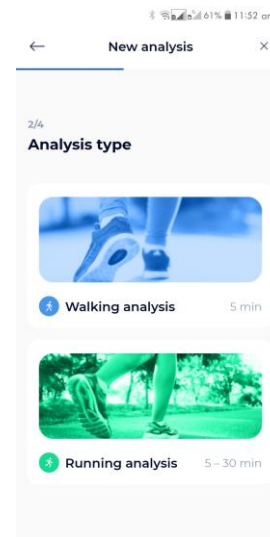
We advise you to run at a minimum speed of 8 km/h.

How to start and stop an analysis?

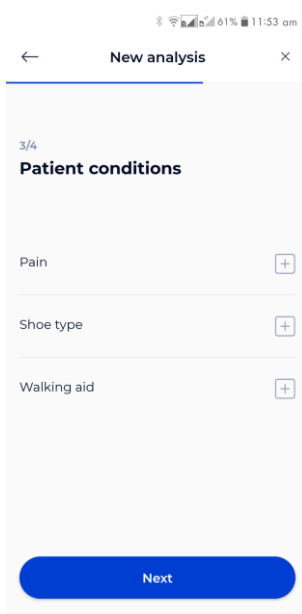
To start an activity, you must use the application on your phone.



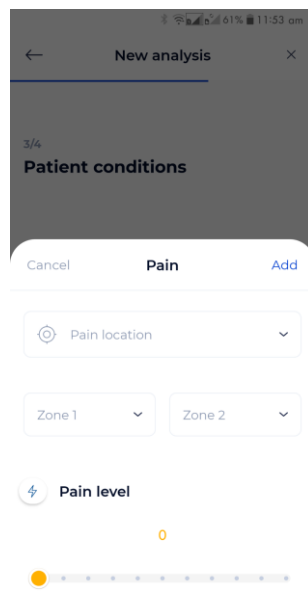
1 – Go to your patient's file once it's been created and your DSPods have been added to your account. Click on the button **New Analysis**.



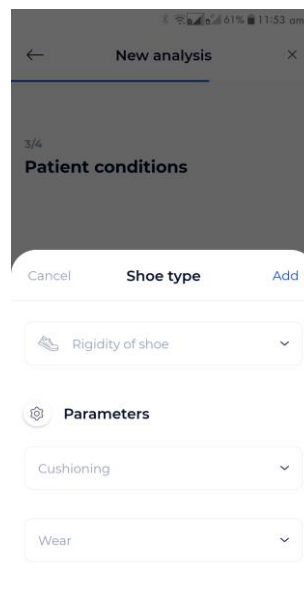
2 - Next, choose the type of analysis you want to run.



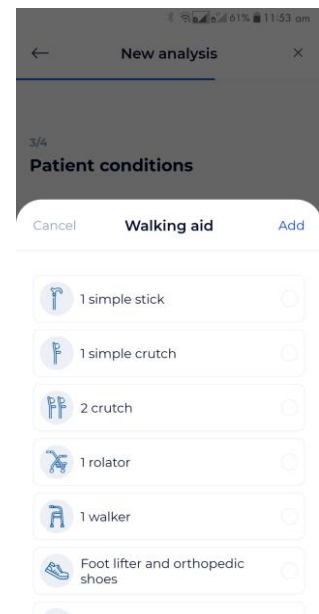
(1)



(2)



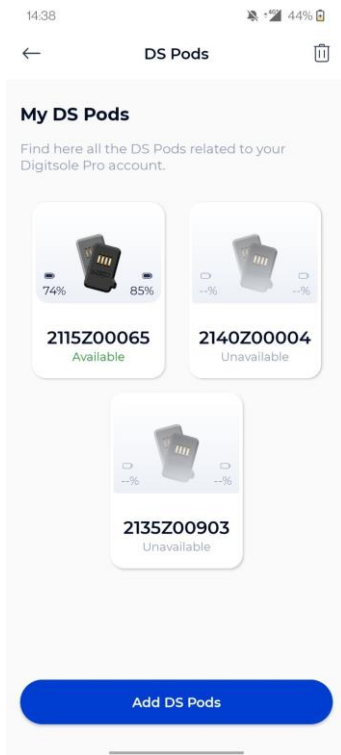
(3)



(4)

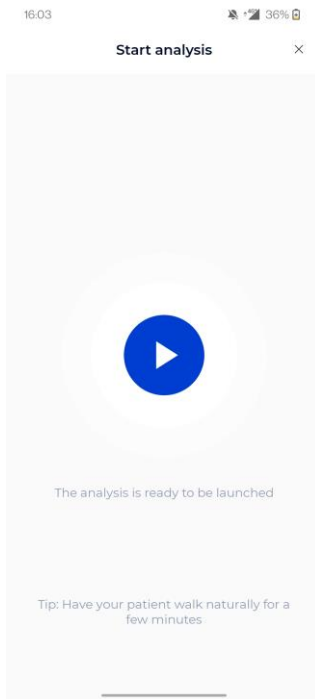
3 -Using the menu above, you can then enter further information about your patient. (1)

- You can enter the location and intensity of your patient's pain(s) in the **Pain** tab (2).
- You can specify the stiffness and cushioning of your patient's shoes in the **Shoe type** tab (3).
- Any walking aid device used by your patient should be listed in the **Walking aid** tab (4).

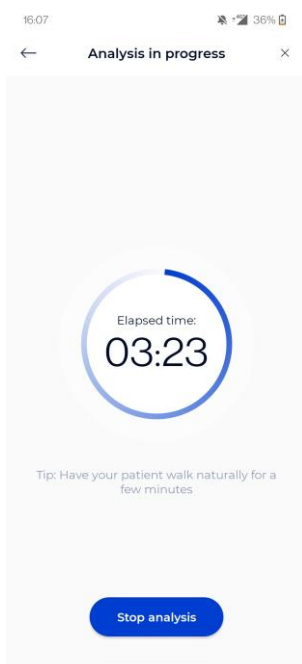


Then pick the pair of DSPods you will use for the data capture; the application will then establish a connection to the DSPods and send you to the screen where you can begin the analysis.

! CAUTION: If you have multiple pairs of DSPods, make sure to choose the ones that correspond to the insoles in your patient's shoes.



Once the DSPods have been placed in the insoles and the insoles have been placed in the patient's shoes, click the **Play** button to begin the data capture. Following the appearance of the stopwatch, your patient should remain in a static position for 3 to 5 seconds for initialization before they start to walk or run.



Click the **Stop Analysis** button to end the data capture. When the data capture is complete, the data is sent directly to the Digitsole Pro® web interface.

Mobile application

How to download the application?

The Digitsole Pro® app is free and works with iOS 13.0 and Android 6.0 mobile devices. Please check the firmware version on your phone to see which devices are compatible with the apps.

Enter Digitsole Pro® in the search bar to locate the application:

- For iOS devices, go to the App Store®
- For Android devices, go to the Google Play™ store



How to connect to the Digitsole Pro® application?



Welcome to Digitsole Pro

Email address

my-email@address.com

Password

•••••



Login

To access the application, ensure that you have already created your account on the web interface (<https://app.digitsolepro.com/auth/sign-up>), and you can connect to this application using the same credentials.

To log in, enter your account email address and password.

If you have forgotten your password, go to the Digitsole Pro® interface and create a new one.

How to add DSPods?

To add DSPods to your account from the main app screen, follow these steps:

Home



Hello, Digitsole !

Find patient



My patients

Show all >

My DS Pods

Enable location permission

Recent Analysis

Martin PAUL

07/22/1998 - Shoe size 45



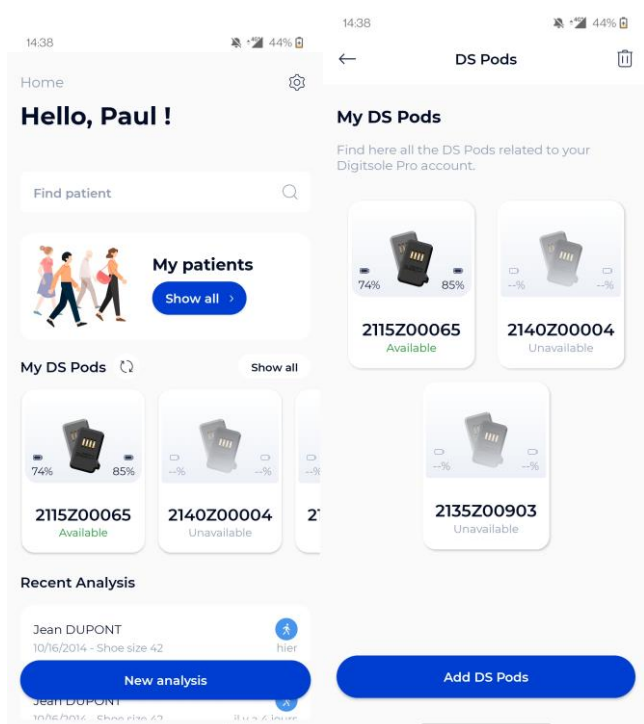
6 days ago

New analysis

07/22/1998 - Shoe size 45

14 days ago

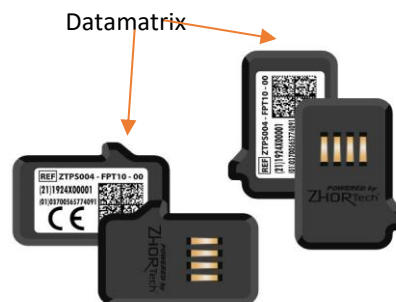
- If you do not already have DSPods, go to the "DSPods" area and click Add



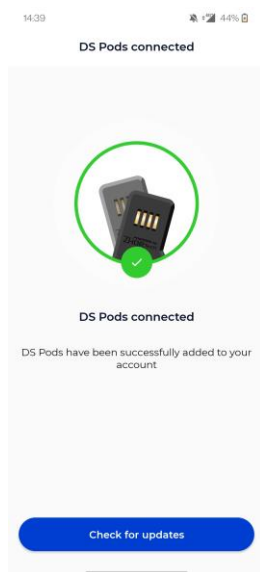
- If you already have DSPods, go to the "My DSPods" area and click on "**See all**," which will redirect you to a list of your DSPods. Select **Add DSPods** from the menu.

To add your DSPods to your account, go to a new page and scan the Data Matrix code on your pair of DSPods. If you have more than one pair of DSPods, repeat the procedure.

If your Data Matrix code is unreadable, please open a ticket on <https://www.digitsolepro.com/customer-support>

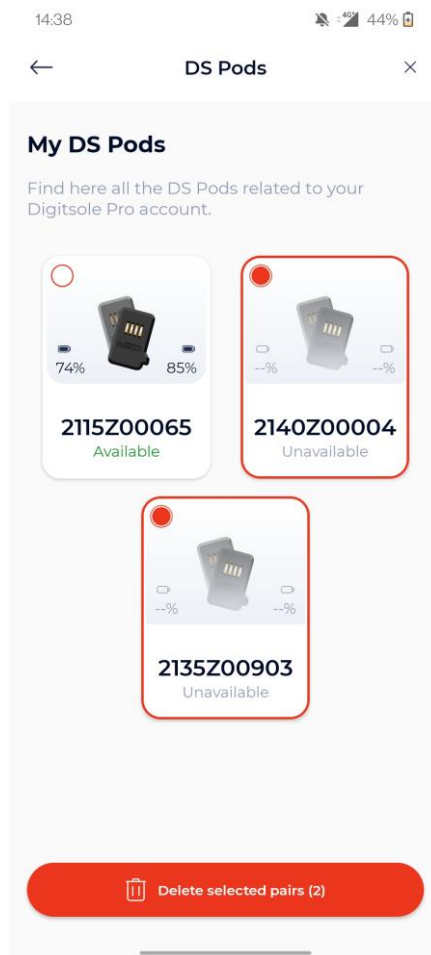


How to update DSPods?



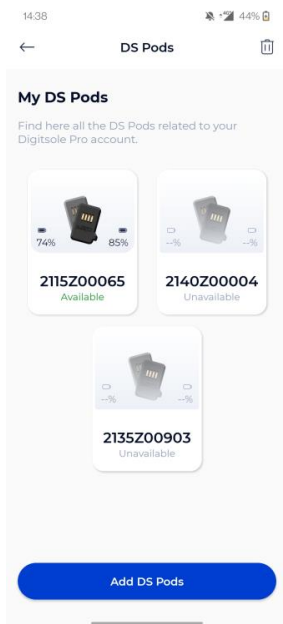
Click on **Check for updates** to check the DSPods version and see if they need to be updated.

How to remove DSPods?



Click on **"See all"** in the "My DSPods" section from the main application screen to be redirected to a list of your DSPods. Click the **Trash can icon** in the upper right corner of the screen, select the pair(s) you want to delete, and then click **Delete selected pairs**. To exit delete mode, click on the **Cross out** icon in the upper right corner of the screen.

How to check DSPods battery levels?

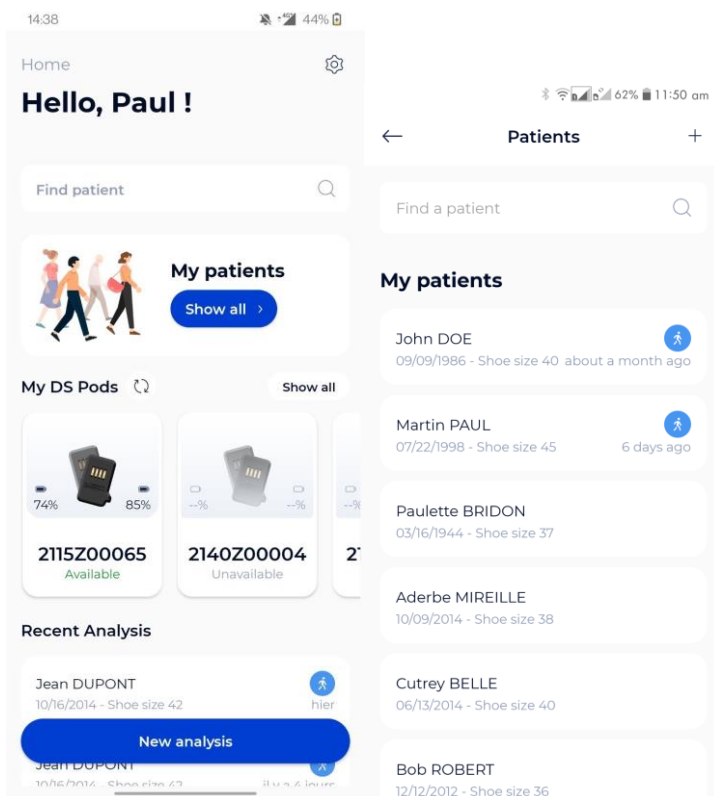


When DSPods are charging, you cannot see the charge level of your DSPods because they are plugged in and charging.

To check the charge level of your DSPods, go to the DSPods page. The battery charge levels of the left and right DSPods are displayed. By scrolling down on the screen, you can refresh the battery levels.

If you still can't view the battery charge level after reloading the page, your DSPods may be "asleep" (to save power, they automatically turn off after about 20 minutes). Shake them to "wake them up" (Please DO NOT hit them on a hard surface as this may damage the sensors). Then, by swiping down on your screen, you can reload the charge levels.

How to add a patient?



To add a new patient to your account from the main application screen, click on **See all** under the "My patients" area, then click on the **+** logo at the top right of your screen.

Cancel
New patient
Add

Information
Pathology
Contact

Last name

Last name

First name

First name

Birth date

Birth date

Height

Height cm

Weight

Weight kg

Shoe size

Select

Gender

The New Patient form appears; enter the info for the patient file. Note that the Information and Pathology pages must be filled out while others can be left blank. If your patient has no pathology, select "**Healthy patient.**"

It is critical to select the correct pathology because it will affect the interpretations and standards of the analyses.

The Contact tab is optional. However, it allows you to add your patient's contact information so you may easily reach them.

How to edit a patient?

Cancel Edit patient Save

Information Pathology Contact

Last name
Paul

First name
Martin

Birth date
07/22/1998

Height Weight
190 cm 100 kg

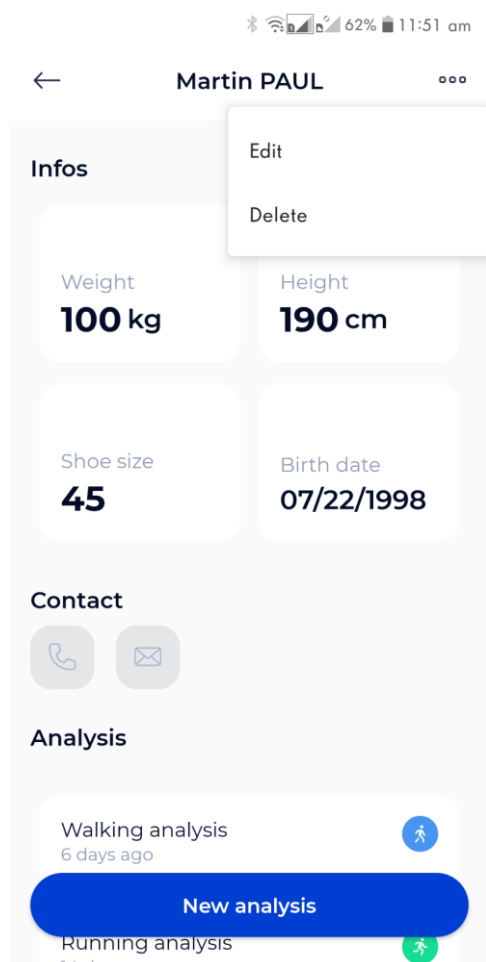
Shoe size
45

Gender

Click on the patient you want to edit from the list of patients, and the patient file will open. Select **Edit** from the menu at the upper right of the screen. When the form appears, complete with the requested information and then click **Submit** to save your changes.

After that, the patient's file will be updated.

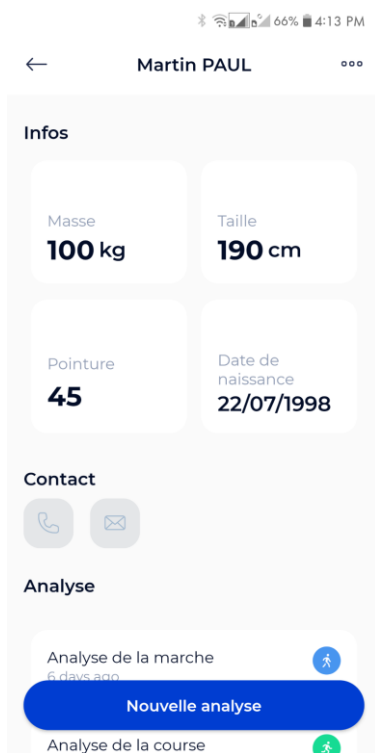
How to delete a patient?



Click on the patient you want to delete from the patient list, and the patient file will open. Select **Delete** from the menu at the upper right of the screen, then confirm the deletion. After that, you will be taken to the newly updated patient list.

Please note: This is an irreversible action.

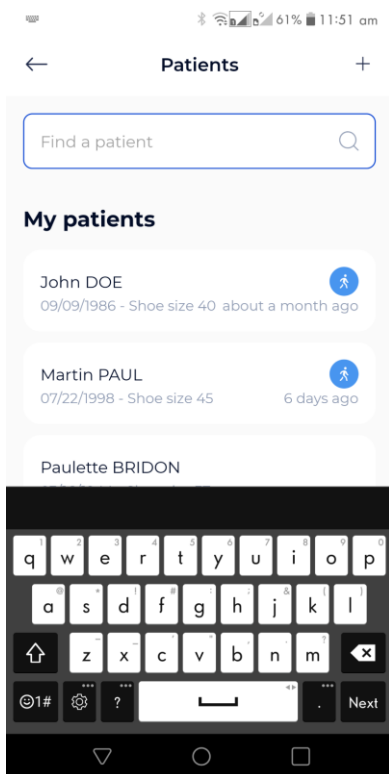
How to contact a patient?



Click on the patient you want to contact from the patient list and the patient file will open.

If you have entered your patient's phone number, you can call them by clicking the **Call** button. If you have entered your patient's email address, you can send a message by clicking the **Send a message** button

How to search for a patient?

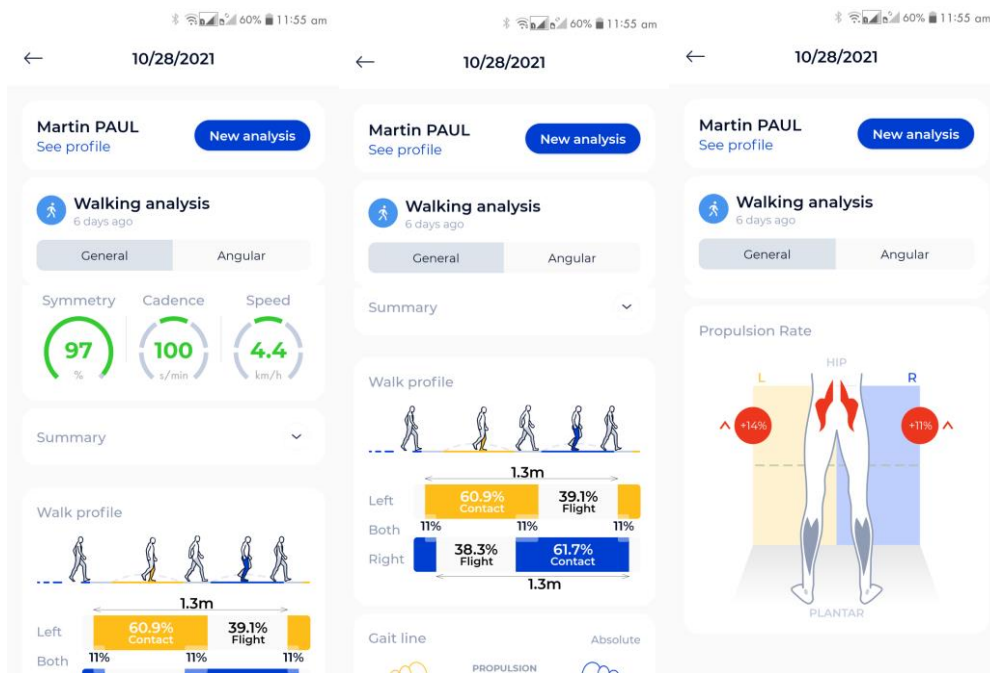


Type the last name and/or the first name of the patient you want from the patient list in the text field at the top of the screen.

How to see analysis results?

In the "My patients" area, click **See all**, then pick the relevant patient.
You are now on the patient file.

Click on the analysis you want to see in the "Analyses" section.



You can select the sort of view you want at the top: General or Angular.

Clicking the **For more details** option will automatically link you to the Digitsole Pro® web interface, where you may perform a more intensive analysis of the results.