



Run Profiler Cycling: FAQ

BEFORE PURCHASING

What kind of shoe can I put the soles into?

Run Profiler Cycling is an insole specifically designed for cyclists. It is therefore designed for all types of shoes, including those of cyclists. In addition, the Run Profiler Cycling is particularly suitable for shoes with an original removable insole.

What sizes are available?

Run Profiler Cycling is available in European sizes 36 to 47. Each sole corresponds to three shoe sizes at a time. This means that the actual sizes are as follows:

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

How do I choose the right size?

We recommend that you buy the model that matches your actual shoe size. Each model is designed to fit three shoe sizes. You can cut your soles to fit your actual shoe size. For instance, if you wear a size 40, you need to buy the 39/40/41 model and cut it to fit your shoes (i.e., to size 40 in the example above).

How do I cut my soles to size?

You can use scissors to reduce the size of your soles. Be careful in any event not to cut inside the edges traced on the bottom surface of the sole. Cutting beyond the lines means that there is a risk of damaging the electronics in the sole, which would irreparably damage the sole and would also invalidate the warranty.

Which smartphones are compatible with my soles?

To connect your Digitsole insoles to your smartphone, your device must feature Smart Bluetooth, which is fitted as standard with devices running Android 4.3 or higher or iOS (iPhone 4S or later). You can also find this information in your phone's settings.

Is the product a single sole or is it a pair of soles?

Run Profiler Cycling is sold in pairs.

CHARGING THE SOLE

Do I need to charge my soles before using them for the first time?

Yes, we recommend that you charge your soles to 100% battery life before the first use. To do this, simply connect your soles to a USB port using the integrated cable supplied in the box. Your soles are in charging mode when the light is on and turns red. To find out whether your sole is fully charged,

wait until the red light goes off. When you unplug your soles, they light up if they are fully charged, with a green light flashing four times.

How can I be sure that my soles are charging? How can I ensure that they are 100% fully charged?

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

How long does it take to charge my sole?

About two-and-a-half hours. To ensure that your battery is 100% fully charged, wait for the red light to go out.

What is the battery life of my sole?

- Total battery life in sleep mode = 2 weeks
- End-to-end battery life when connected = 2 days
- Battery life when used in connected for 2h/day = 10 days
- Battery life when used in connected for 4h/day = 7 days
- Battery life when used in connected for 6h/day = 6 days
- Battery life when used in connected for 8h/day = 5 days

Do I need to charge my soles each time I use them?

No. Nevertheless, to be certain on the day when you want to go for a run, we recommend that you put them on charge.

I can't get my soles to charge – what should I do?

Contact Digitsole's after-sales team.

Is there a risk of overcharging my soles if I leave them on charge overnight?

No, there is no risk of overcharging the soles. Effectively, the battery stops charging once the level of charge reaches 100%. Nevertheless, we still recommend that you avoid leaving the soles plugged in unnecessarily. In addition, after a long period of not using your soles, ensure that they are fully recharged.

What will happen if my phone battery runs out or if my phone is out of range of my soles?

If your phone battery is dead, or if you leave your phone at home to go for a run, there are no issues in terms of recording your workout, as your soles contain an internal memory which will save the details of your run. Simply connect your soles to your phone at a later stage to retrieve all your data.

FIRST USE

How do I download the app?

To download the app, you need a smartphone that is compatible with the app, i.e., a phone running Android 4.3 or later or an iPhone 4S or later. When you visit your phone's application store, you'll find

the dedicated app, known as “Run Profiler Cycling”. Therefore, simply enter “Run Profiler Cycling” in the search bar and download the app.

How do I download the app?

To create an account, simply save your account details using your Twitter or Facebook profile or e-mail address. Select your password, then go to your profile in the app, specifying whether you are male or female, your height, etc. Once these details are saved, you can start working out.

I've forgotten my password. How can I retrieve my running data?

Simply click on “Forgotten password,” which then requires you to enter your e-mail address. We'll send you an e-mail to allow you to change your password.

How do I connect my soles to the app?

To connect your soles to the app, enable your Bluetooth, then follow all the instructions given in the app until your soles are detected by your phone. After this is complete, you can start working out.

How do I connect my Bluetooth?

In your phone's settings, tap Bluetooth and enable it. Follow the instructions given in the app, and your Bluetooth will automatically connect your soles and your smartphone.

Why do I need to calibrate my soles? How do I calibrate them?

Before starting to work out, you have the option of calibrating your soles. Calibration allows your soles to understand your runner profile better and therefore to measure your subsequent performances more effectively. To finish calibrating your soles, run approximately 200 paces at a fast pace so that your soles can analyze the way in which you run. It is recommended that you complete calibration for a more personalized analysis of your runs, but you can always put it off until later.

How do I start a workout?

To start working out, connect your soles to your smartphone using your Bluetooth. Enter your profile, then tap “Start workout.” Once you're ready, tap your screen. To stop the workout, tap “Stop workout.”

Do I have to have my phone with me when I run?

No. Your soles feature their own, internal memory. You can therefore leave your phone at home when you go for a run. Your workout activity will be recorded inside your soles. To get the details, simply connect your soles with your phone, which will retrieve the data for you.

Do my soles work if Bluetooth is switched off?

Yes. Once your soles and your smartphone are connected via Bluetooth, you can disable Bluetooth without losing your data.

Can I get the results even if I'm not connected to the internet?

Yes. Your run results do not require an internet connection.

SOLES' INTERNAL MEMORY

How much running time can my sole record?

Five hours.

How do I wipe my soles' memory?

To wipe you soles' memory, simply connect them to your smartphone via Bluetooth. Your run data will automatically be transferred into the app.

APPLICATION PROBLEMS

My results are not consistent. What should I do?

Send an e-mail or call Digitsole's after-sales team to find a solution.

My results don't display in the app. What can I do?

Send an e-mail or call Digitsole's after-sales team to find a solution.

I can't calibrate my soles – how do I do this?

Send an e-mail or call Digitsole's after-sales team to find a solution.

My phone won't detect my soles – how do I do this?

Have you remembered to turn on Bluetooth on your phone? Have you remembered to recharge the soles? If not, you can send an e-mail or call our after-sales team to find a solution.

OTHER QUESTIONS

How do I wash my soles?

You can clean your soles with a damp cloth and some soap, then let them dry at room temperature. Do not put them on a hot surface or a radiator. Cleaning your soles with a damp cloth will not damage them as they are splash resistant (IPX6 certified). Do not use other cleaning products and do not put them in the washing machine.

Can the soles replace orthopedic insoles?

Our soles are developed with podiatric and biomechanical specialists to maximize your comfort. As they are made in standardized shapes and sizes, they cannot replace orthopedic soles. You can however use them when running to analyze your runs, to assess your performance and to use this assessment to learn how to improve your motion and your running style.

Can you place orthopedic insoles and Run Profiler Cycling on top of each other?

No. There is a risk of excessive compression of your foot inside your shoe if you place the two pairs of insoles on top of each other. We suggest that you switch between orthopedic soles (to correct the placement of your feet) and Run Profiler Cycling insoles (to analyze your runs).

What is the warranty period?

One year.

What is the “Crop workout” feature? How do I use it?

The “Crop workout” feature allows you to prevent incorrect data from being recorded. As an example, if you start your workout on your smartphone but walk to the park where you’re going to run, your phone will record this walking activity as part of your workout. This could therefore cause incorrect workout data. To avoid this, Run Profiler Cycling features a “crop” function that allows you to cut out those parts of your workout when you weren’t actually running, either before or after the workout itself.

It is easy to use. By sliding a finger over the parts that you want to delete, you can retain only the part of the activity where you were running.

How can I ensure that my soles are comfortable?

Digitsole works with podiatric and biomechanical specialists to optimize the soles’ comfort. RUN PROFILER features essential ergonomic features, including:

- SHS: Absorbs shocks and optimizes the way that vibrations propagate through your body.
- X-torsion: Improves the stability of the foot and prevents the risk of twisting.
- Flex-zone: Optimizes the foot’s natural movement.
- Arch Support: Supports the arch of your foot.