



Run Profiler: FAQ

BEFORE PURCHASING

What kind of shoe can I put the soles into?

RUN PROFILER is an insole that is designed specifically for runners. It is therefore designed for all types of running sneakers. It also fits in most shoes. In addition, RUN PROFILER is especially suitable for shoes with a removable original insole.

What sizes are available?

RUN PROFILER is available in European sizes 36 to 47. Each sole fits three shoe sizes at once. 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 RUN PROFILER 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 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". Therefore, simply enter "RUN PROFILER" 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 your soles' memory, simply connect them to your smartphone via Bluetooth. Your run data will automatically be transferred into the app.

UNDERSTANDING MY RUNNING RESULTS

Where do I find the results of my workouts?

You can view a summary of your main workout data in the HISTORY section of the app.

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

What does the "live tracking" part involve?

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

How are my scores/results calculated?

To calculate your results, your soles take different characteristics of your stride and where and when you run into account. Using our powerful algorithms, our engineers and biomechanical specialists can analyze your run in detail.

What should I do if I have a high risk of injury?

The important thing is to leave a sufficient recovery time for your body between workout sessions. If you want to increase the number of sessions (more than three per week) then a consultation with a podiatrist for orthopedic soles, or specialist educational training, are worth considering.

How can I reduce my level of fatigue?

Train more to run more. The only ways to reduce fatigue are either to work out by following a training program or to reduce your running speed.

What do the question marks on the graphs mean?

After each workout, RUN PROFILER analyzes your run and shows your results in graphical form. Each graph has question marks alongside it. These question marks are there to explain what each graph means and also to give you more details about your results.

APP GLOSSARY

- Inactivity ratio: time spent at rest during the workout.
- Stride: The stride means one completed movement of your gait while running.
- RFS: First contact of your foot with the ground is with your heel
- MFS: First contact of your foot with the ground is with the middle of your foot
- FFS: First contact of your foot with the ground is with the front of your foot
- Time in flight: time spent in the air during a single stride
- Impact strength: the amount of force when impacting the ground
- Contact time: time spent with the foot in contact with the ground
- Time on heel: time spent with your weight only on the back of your foot
- Propulsion level: the intensity of the propulsion behind your stride
- Propulsion time: time spent propelling yourself
- Weight-bearing type: RFS MFS FFS
- Stride instability: amount of movement in the foot
- Contact/flight time ratio: percentage of time spent in contact with the ground or in the air as a percentage of the total time of the stride.
- Aerial stride: stride description: an aerial stride is a stride where the center of gravity shifts upward and the runner spends most of his or her time in the air.
- Ground stride: stride description: a ground stride is a stride where the center of gravity is very low and where the runner spends a great deal of time in contact with the ground.
- Rhythm: an estimate of the time taken to complete a kilometer.
- Calibration: allows an accurate distinction to be made between walking gait and running strides.
- Efficiency: The ability to achieve a goal by increasing the return on effort.
- Effectiveness: The ability to achieve a goal (e.g., running 10km in 30 min).
- API key: code used by software programs 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 complete)
- Device: Electronic device.

DESCRIPTION OF EXERCISES TO PERFORM

- Bouncing stride exercises;
- Squat exercises;
- Rebound and high-intensity interval training;
- Plyometric; training
- Rebounding exercises;
- Triceps strengthening (calves);
- Quadriceps workout.

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 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 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 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 connect my workouts to Apple Health?

Open the Apple Health app, go to “Sources” and select “Run Profiler.” Turn the different categories on or off to access your data.

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.