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How can I be sure that my insoles are comfortable?

I can’t turn on my insoles. What shall I do?

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WARM SERIES INSOLES BATTERY SPECIFICATIONS

PRODUCT MAINTENANCE

Instructions about the battery pack disposal & recycling

DECLARATION OF CONFORMITY
QUICK START

1. In your package, you should have one pair of two Warm Series insoles, one user manual and one charging cable (1 USB-2 micro USB).

2. Ensure your Warm Series insoles are fully charged using the USB charging cable provided; this will take around 2.5 hours to complete. Once fully charged, unplug the insoles from the charging cable so they can be detected by your phone.

3. Download the dedicated application “Warm Series” from the App Store® for iOS devices or Google Play™ store for Android™ devices. *

4. Once the app is installed, open the app to create your account by tapping on “Sign up”.

5. Enter your personal information, e-mail address and password.

6. Read and accept Digitsole’s privacy policy before starting.

7. To connect the Warm Series insoles, the app will ask you to enable Bluetooth, location and access to your camera. Once enabled, use your camera to scan the QR code located on the insoles to establish the connection.

8. Load the left and right Warm Series insoles inside the respective shoe.

9. Tap on “On” to start a new heating activity.

10. Tap on “Stop” to finish your session.

11. By tapping on “My activities” in the menu, you can see your walking statistics.

* The “Warm Series” app is free to download and is compatible with mobile devices that support iOS (from iPhone 4S and above) and Android (version 6.0 and above. To know which devices are compatible with the application, please check the firmware version on your phone.
GET STARTED

The Warm Series are the first connected heated insoles, which are designed to keep your feet warm. This innovative product has been designed for your comfort and health. Available on Android and iOS, the dedicated application allows you to regulate the temperature in your shoes and track your daily physical activity with a simple click.

GETTING TO KNOW YOUR NEW WARM SERIES INSOLES

This product will offer you several features, thus benefits such as:

- Covered Distance
- Activity Time
- Calories Burned
- Heating Timer
- Temperature Setting

PACKAGE CONTENTS

You will find in the package:

- Two Warm Series insoles
- One cable (1 USB-2 micro USB)
- User manual

SAFETY AND HANDLING

Important safety and handling information for your Warm Series insoles

BATTERY

SLEEP MODE: The Warm Series insoles are programmed to switch to “sleep mode” if not connected to any phone after 5 minutes and no movement is detected. This mode has been made to save the battery when the insoles are not used; in this mode, the red LED light will not blink. A simple shake of the insoles will wake them up, and the light will start blinking again, if not, please charge the insoles.

Do not attempt to remove or replace the built-in rechargeable batteries in the Warm Series insoles; doing so will cause damage. If you experience battery issues, please contact Digitsole for support: https://www.digitsole.com/after-sales-service/

Please refer to page 17 for proper instructions on battery disposal and recycling.

EXPOSURE TO HUMIDITY, HEAT, DUST AND OTHER ELEMENTS

Warm Series are protection class IPX6; they are water resistant. Battery may be damaged by heat above 100°C.

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<th>Charge</th>
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EXPOSURE TO DROPPING AND FORCEFUL IMPACT TO WARM SERIES INSOLES

Warm Series insoles have been tested and can resist up to 600kg of impact.
Do not run or jump with the Warm Series insoles.
Do not bend, hit or puncture the Warm Series insoles.

REPAIRING

If your Warm Series insoles are damaged do not attempt to repair or modify the Warm Series insoles in any way; doing so will cause damage to the water-resistant boxes and the electronic components inside.

PROPER CARE AND STORAGE

Keep your Warm Series insoles free from debris. If they require cleaning, we recommend the use of wet wipes without chemicals to be used on the exterior of the insoles.

Information on proper storage:
- Refer to storage temperature (or room temperature)
- Cool and dry place
- Not expose to sun / excessive heat (store temperature) / fire
- Avoid storing in the basement, bathroom or other areas that are or may become wet
- Charged to about 30% to 50% of capacity
- We recommend that batteries be charged about once per half a year to prevent discharge
- Storage temperature:
  - Less than 1 year: -20 ~ 45°C
  - Less than 3 months: -20 ~ 40°C

NOT A MEDICAL DEVICE

It is not intended for use in the diagnosis of disease or other conditions, or treatment or prevention of disease.

CHOKING HAZARD

Warm Series insoles may present a choking hazard for small children. Keep insoles away from small children.
SET UP YOUR WARM SERIES INSOLES

CHARGING THE BATTERY AND LOADING YOUR WARM SERIES INSOLES

To charge your Warm Series insoles:

1. Connect the charging cable to the USB port on your computer or to a USB power supply unit.
2. Then connect your Warm Series insoles to the micro USB port on each of your insoles.

NOTE: The insoles are programmed to switch to “sleep mode” if they are not connected to your phone after 5 minutes of no movement detected. This mode has been made to save the battery when the insoles are not in use. In this mode, the red LED light will not blink. A simple shake of the insoles will wake them up, and the red LED light will start blinking again. If not, please charge the insoles.

Charging and connecting your insoles

Warm Series insoles must be fully charged before the first use.

- To charge, open the protective cap on the inside of each insole
- Insert the two micro USB connectors on the provided cable into the input ports of both insole
- Connecting the remaining single USB connector to a compatible computer or a wall outlet (using a compatible charging block)
- When charging, the LED light on the insole is red in color and it turns off automatically when the battery is 100% charged

ADJUST YOUR WARM SERIES INSOLES

If necessary, to adjust the size of the soles, cut the Warm Series insoles following the lines.

Be careful not to cut beyond the lines, you could damage the electrical components and the insoles warranty would no longer work.
DOWNLOADING THE DEDICATED APPLICATION

The “Warm Series” app is free to download and is compatible with mobile devices that support iOS (from iPhone 4S and above) and Android (version 6.0 and above). To know which devices are compatible with the application, please check the firmware version on your phone.

Find the app in your applications store. Search for “Warm Series” in the search bar:

- The App Store® for iOS devices
- The Google Play™ store for Android devices

1. Install the app.
2. Turn on Bluetooth and localization on your smartphone.
3. Launch the app.
4. Refer to next section, “Use of the application” to get started.

USE OF THE APPLICATION

CONFIGURATION OF THE APPLICATION

CREATE YOUR ACCOUNT

To create your account:

1. Tap on « Sign up ».
2. Enter your personal information:
   a. First name
   b. Last name
   c. Gender
   d. Date of birth
   e. Body measurements (weight, height, shoe size)
3. Enter your e-mail address.
4. Enter your “Password” and “Confirm Password” fields.
5. Tap on the “Join the community” button.
6. A confirmation e-mail will be sent to you; tap on the link provided to activate your account.
7. Your account should now be active, and you can begin to use the application.
You must read and accept Digitsole's privacy policy before starting.
CONNECT YOUR INSOLES TO THE APPLICATION

To connect your insoles, make sure they are fully charged. When the red LED light is off, the Warm Series insoles are completely charged.

Turn on Bluetooth on your phone and launch the app. Follow the instructions given by the app and be sure that the insoles are unplugged from the charging cable to be detected by your phone.

Follow the steps below:

1. The application will ask you to choose your Warm Series insoles.
2. The application will ask you to enable Bluetooth.
3. The application will ask you to enable location.
4. The application will ask you to access your camera.
5. Scan the QR code located on the Warm Series insoles.
6. The connection will be done automatically.
ACTIVITY AND HISTORY SESSIONS

START A NEW HEATING SESSION
To start a new activity session, your insoles must be paired with your account and connected with the application via Bluetooth. By tapping on “Adjust the warm” in the menu, you can start a heating session.
Tap on “ON” to start a new heating session (1)
Tap on “STOP” to finish your session (2)

- You can select the desired heat by moving the slider from 25°C to 45°C.
- You can activate and desactivate the timer by clicking the «ON/OFF» button. Once activated, the insoles will only heat for the desired period of time.

START A WALKING SESSION
To start a new activity session, your insoles must be paired with your account and connected with the application via Bluetooth. By tapping on “Activity” in the menu, you can start walking session.
Tap on “GO” to start a new walking session (1)
Tap on “STOP” to finish your session (2)
You can access to your distance, time activity, number of steps and burned calories.

**NOTE:** If during your activity, your phone loses the connection with the insoles, they will continue to analyze your activity; the recording will not stop, and your data will not be lost. Once you tap the “STOP” activity button to end recording your session, your phone will be able to retrieve your data from the insoles.

**HISTORY SESSION**

In the **History** tab, you will find all your walking sessions. This tab allows you to compare all your activities.

You will find your walking sessions and for each session:

- Activity time
- Distance
- Number of steps
- Calories burned
At the top left of your screen, you can access the menu. You can select:

- Adjust the warm
- Activity
- History
- Settings
- Help
- Logout

The “Settings” tab allows you to know the details about the application and your insoles.
MY PROFILE

On the icon “My Profile” you can:

- Add a profile picture.
- Change your height.
- Change your weight.
- Change your shoe size.

MY SOLES

By tapping on “My soles”, you can delete your soles if you want to replace them with another pair.
**UNITS**

By tapping on “Units”, you can define the measurement mode in “imperial” or “metric” and the temperature unit on “Celsius” or “Fahrenheit”.

**VERSION**

By tapping on “Version”, you can access information about your Warm Series insoles and your phone.
TERMS OF SERVICE AND PRIVACY POLICY

By tapping on the tab “Terms of Services” or “Privacy Policy”, you will automatically be redirected to the dedicated web page.

CONTACT US

By tapping on “contact us”, you can directly access the necessary information to contact customer service for support.

LOGOUT

By tapping on the “Logout” tab, you can log out of your profile from the application.
WHICH SMARTPHONES ARE COMPATIBLE WITH MY WARM SERIES INSOLES?
To connect your Warm Series insoles to your smartphone, your device must be equipped with Bluetooth and your operating system version must be higher than Android 6 or iOS 10.2. You can find this information in the settings of your phone.

HOW LONG SHOULD I CHARGE MY WARM SERIES INSOLES?
Around 2.5 hours. For your battery to be 100% charged, wait until the red LED light goes off.

WHAT HAPPENS IF MY PHONE’S BATTERY IS LOW OR MY PHONE IS TOO FAR FROM MY WARM SERIES INSOLES?
If your phone is out of battery or if you leave it at home/work, this will not cause a problem. If you have set the temperature before the battery is discharged, the soles continue to heat up. If you have started a monitoring session, the soles will continue to collect and store data. All you need to do is reconnect your insoles with your smartphone to retrieve all your data. Please note that, in this case your soles will shut down on their own after 20 minutes of inactivity.

MY RESULTS DON’T APPEAR ON MY PHONE, WHAT CAN I DO?
- Make sure your Bluetooth is on.
- Make sure the localization is on.
- Fully charge your Warm Series insoles; they are fully charged when the red LED light goes off.
- Make sure you have the latest software updates.

Alternatively, you can create a support ticket here: https://www.digitsole.com/after-sales-service/

MY PHONE CAN’T DETECT MY WARM SERIES INSOLES, WHAT CAN I DO?
Check that your Bluetooth and your localization are enabled.
Then, plug your insoles, be sure that your Warm Series are charged, the red LED is blinking and unplug them after 10 seconds.
You can turn off, and on the Bluetooth, too.
You still can’t detect your soles, contact us: https://www.digitsole.com/after-sales-service/

WHAT DOES THE RED LED LIGHT IN THE WARM SERIES INSOLES INDICATE?
When the red LED light is off, the Warm Series are either in sleep mode or is out of battery.
When the red LED light is on in solid red when connected to the charging cable, the Warm Series are still charging.
When the red LED light is blinking, the Warm Series are associated or are ready to be associated with your phone.

HOW LONG DOES IT TAKE TO REACH THE REQUIRED TEMPERATURE?
It takes about five minutes to reach the desired temperature, depending on the temperature required.
WHAT IS THE BATTERY LIFE OF THE INSOLES?
The battery lasts between 2 and 6 hours. The battery life will depend on the conditions of use such as the required temperature, outside temperature, body temperature, type of shoes and socks that are worn.

IS THERE A RISK OF OVERCHARGING IF I LEAVE THE INSOLES PLUGGED DURING A NIGHT?
There is no risk of overcharging, the battery stops charging when it is fully charged. However, avoid leaving the soles connected unnecessarily. When you do not use your insoles for a long period of time, make sure they are fully charged before use.

WHAT IS THE RECOMMENDED TEMPERATURE TO WARM MY FEET?
Most users will feel comfortable with a temperature of 30°C/86°F to 35°C/95°F. However, the perception of temperature can vary considerably from one person to another. For your comfort, you can adjust the temperature of your insoles in increments of between 20° C/68° F and 45° C/113° F.

CAN THE WARM SERIES REPLACE ORTHOPEDIC INSOLES?
Warm Series cannot replace the orthopaedic insoles.

HOW CAN I BE SURE THAT MY INSOLES ARE COMFORTABLE?
Digitsole works with specialists in podiatry and biomechanics to optimize the comfort of the insoles.

I CAN’T TURN ON MY INSOLES. WHAT SHALL I DO?
First, make sure your soles are charged, the red light is blinking if insoles are charged. Then, plug the Warm Series with the micro cable USB, a red LED should light up each sole to indicate the load, wait 10 seconds and unplug the insoles. If after these steps you still can’t put your soles on, contact us:
https://www.digitsole.com/after-sales-service/

I CAN’T TURN ON MY INSOLES OFF. WHAT SHALL I DO?
The two ways to turn off your soles are to stop the heating on your application by clicking on “STOP” or you can also wait 20 minutes of inactivity, they will automatically turn off if they are not connected to the application. If after following these steps you still can’t put your soles on, contact us:
https://www.digitsole.com/after-sales-service/
WARM SERIES INSOLES BATTERY SPECIFICATIONS

Battery Type: Lithium Ceramic Battery
Plug Type: USB
Nominal capacity: 1.45 Ah
Nominal voltage: 3.75 V
Energy: 5.4375 Wh
Battery Energy: Lithium-ion
Charge Time: Approximately 2.5 hours

Prohibition of:
- Disassembly
- Dumping into fire
- Immersion into liquid
- Using damaged batteries
- Battery replacement

PRODUCT MAINTENANCE

INSTRUCTIONS ABOUT THE BATTERY PACK DISPOSAL & RECYCLING

Lithium-ion batteries are subject to disposal and recycling regulations that vary by country and region. To help promote responsible environmental practices, please check and follow the regulations in your area before disposing of these batteries.

DECLARATION OF CONFORMITY

You can find the declaration of conformity for the USA (FCC), Canada (IC) and the European Union (EU) at this link: https://www.digitsole.com/safety-instructions

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