



DIGITSOLE[®]
PRO



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Product information

What are the contents of the 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
 - (US Men size) 4.5/5.5, 6-7, 7.5-8.5, 9-10 and 10.5-11.5
 - (US Women size) 5.5/6.5, 7-8, 8.5-9.5, 10-11 and 11.5-12.5
- 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 14.0+ 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



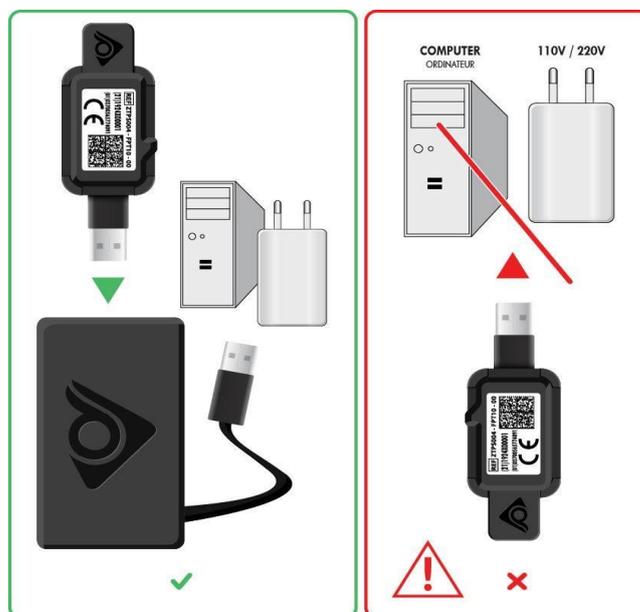
- Place the left DSPod in the left insole and the right DSPod in the right. Please keep in mind that the DSPods must be inserted in the correct direction for the data capture to work (see image below)



How to charge the 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 the DSPods are fully charged?

- While charging: The LED of a charging DSPod will be on. When the light goes off it means that the DSPod is fully charged.
- In the 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.

What do the DSPods LEDs mean?

- LEDs are red: DSPods are charging.
- LEDs are off:
 - DSPods are plugged in, which means they are fully charged.
 - DSPods are not charged, which means that they are in standby mode. Simply shake them to bring them out of this mode.
- LEDs are blinking: DSPods are ready for use.

The Datamatrix of the DSPod is erased, what can I do?

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

To expediate a solution, 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 the 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 insoles?

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.

The DSPods will not connect, 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.

Ensure your DSPods are not connected to any other device. Turn off the Bluetooth on the other device if they are.

If the problem persists:

1. Close the app
2. Plug in the DSPods
3. Turn off the Bluetooth for 3 seconds
4. Turn on the Bluetooth
5. Open the app
6. Unplug the DSPods
7. Rescan the DSPods

What to do if the DSPods are not updating?

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.

Ensure your DSPods are not connected to any other device.

If the problem persists:

1. Close the app
2. Plug in the DSPods
3. Turn off the Bluetooth for 3 seconds
4. Turn on the Bluetooth
5. Open the app
6. Unplug the DSPods
7. Rescan the DSPods

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

The DSPods communicate with the device only at the launch of the acquisition and at the end of it. During these two periods, the DSPods should be within the 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. So, during the acquisition, phone doesn't need to be close to the patient.

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>

Get started now with a free demo

Ready to try a new experience of tracking and analysing movements?

- ✓ No need to have Digitsole PRO equipment; you can try it before buying!
- ✓ Running and gait analysis results are already integrated into the interface
- ✓ No credit card required - 100% Free

Already have an account? [Login](#)

New account

Motion analysis software

Email address
This field is required

Password
This field is required

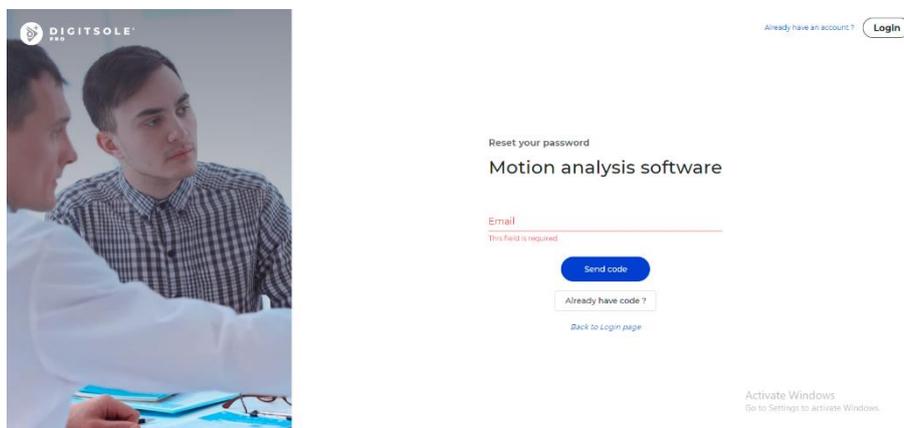
I accept the [Data processing agreement](#)

I accept the [General conditions of use](#)

[Continue](#)

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.

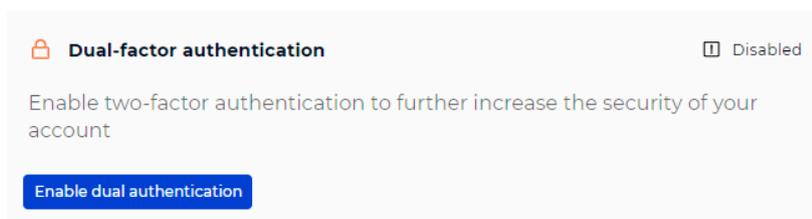
Then enter your personal data to finish your account creation.

How to activate the two-factor authentication?

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



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



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

Enable dual authentication

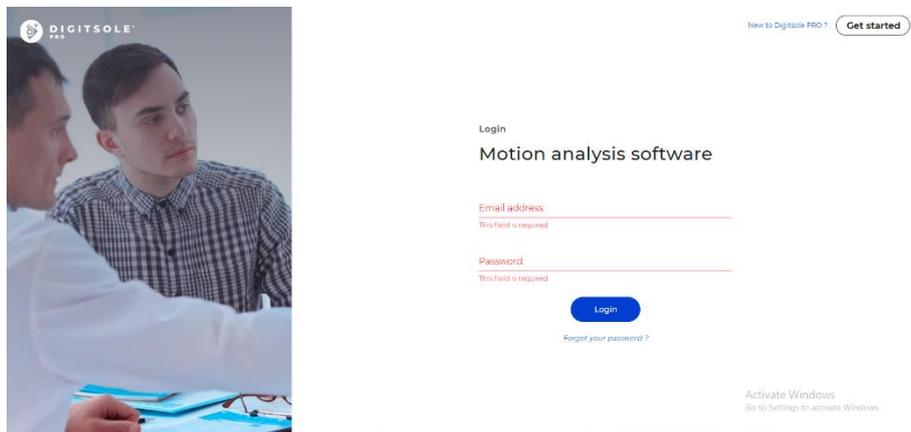
Scan the QR code below with your dual authentication application



[Problem scanning the code?](#)

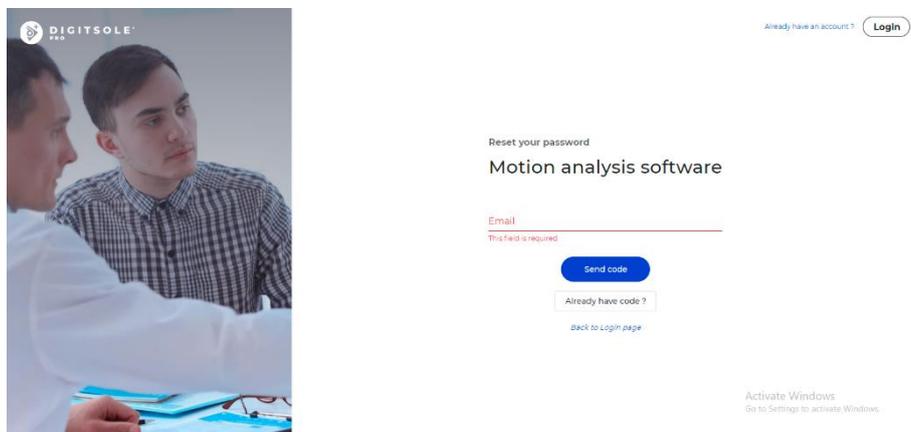
How to login to the interface?

To access the interface, ensure that you have already made your account on the web interface. You can connect to this application using the same credentials. Log in via the following link: <https://app.digitsolepro.com/auth/sign-in>

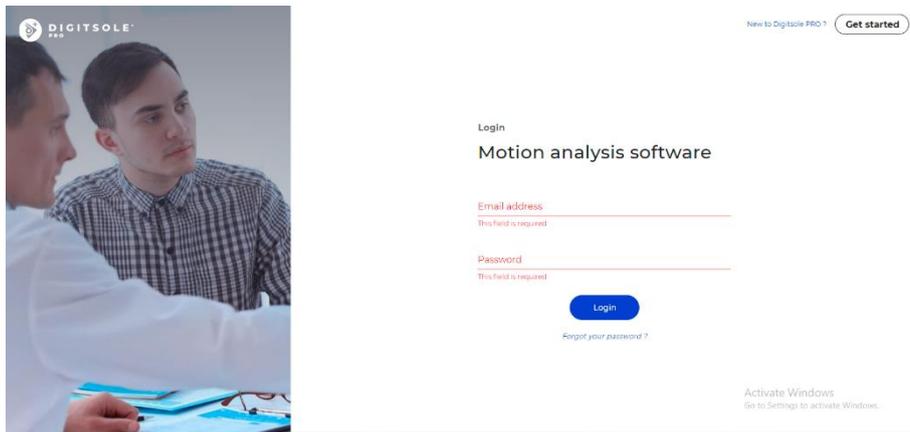


To log in, enter your account's email address and password.

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?

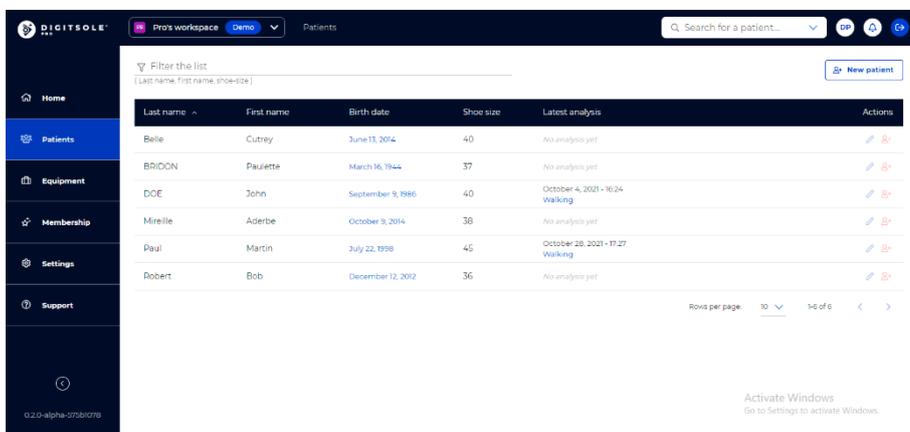
To change your practitioner information, go to **Your account** button at the top right



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

How to add a patient?

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



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

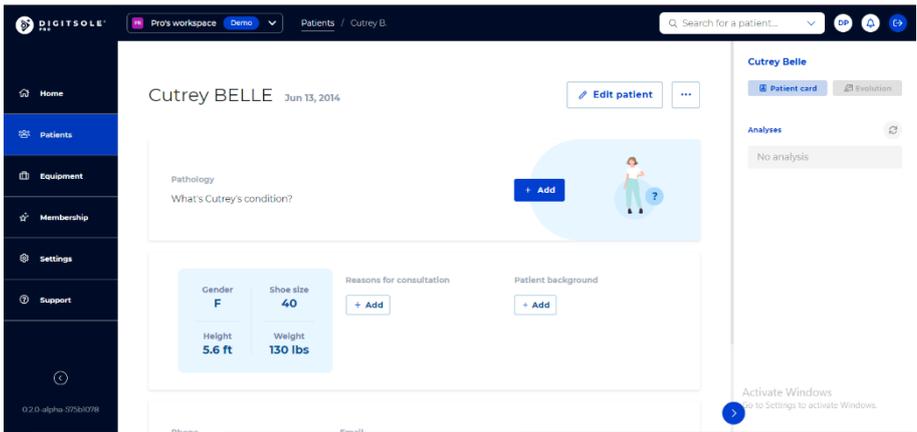
Mandatory fields are indicated with an Asterisk (*) in the "Information" section and in the "Pathology" section. When finished, click **Add**.

NB: If you are using imperial units, to have access to men's or women's sizes, it is necessary to choose the gender of your patient first.

How to edit a patient?

To make changes to a patient's file, go to the Patient tab and then select 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 their history by clicking on the **Pen** icons or on **Add** to add new ones.

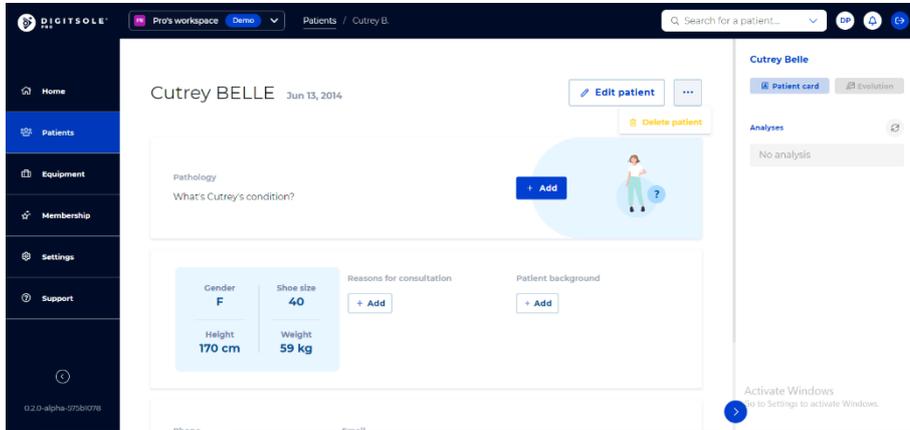


How to delete a patient?

To make changes to a patient's file, go to the **Patient** tab and then select 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 for a patient?

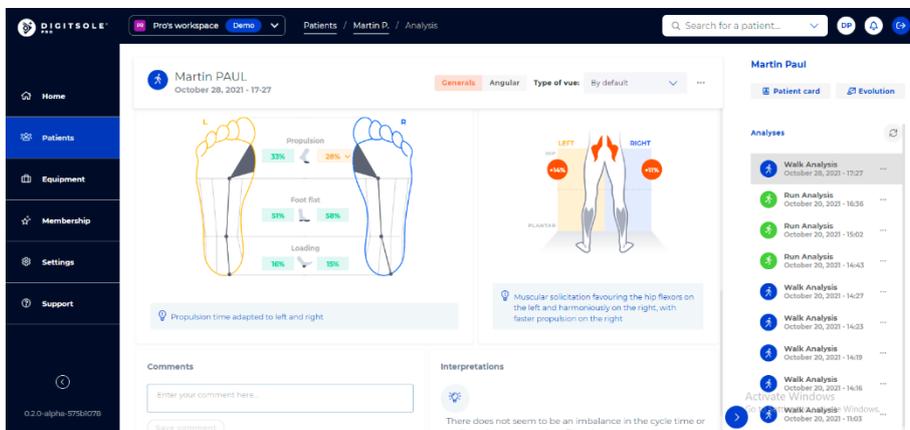
Type the last name and/or first name of the patient you are looking for in the **Search for a Patient** section at the top right of the **Home** page, and then click on their name to access their patient file.



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 add notes in the Comment section.

They will be automatically saved, and you will be able to see them at any time with the results of this activity.



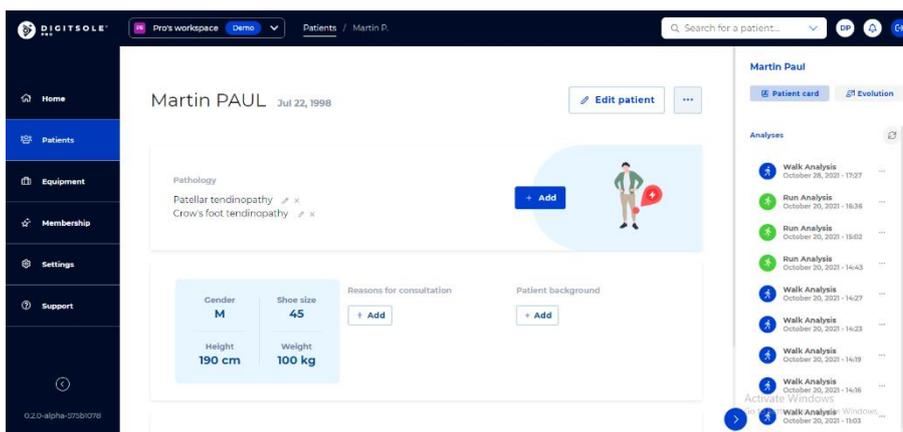
Once the report is exported, you can add notes in the Comment section. Comments in the export will not be kept or appear later in the interface, comments will just appear on this export. Nevertheless, you can print them, send them by email to the patient or save them as a PDF.



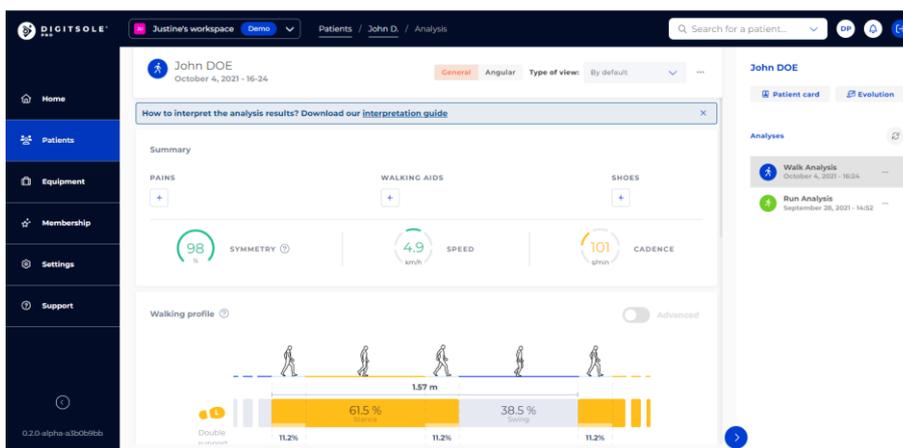
How to compare analysis?

Select the **Patients** tab, then select the patient. You are now in the patient file.

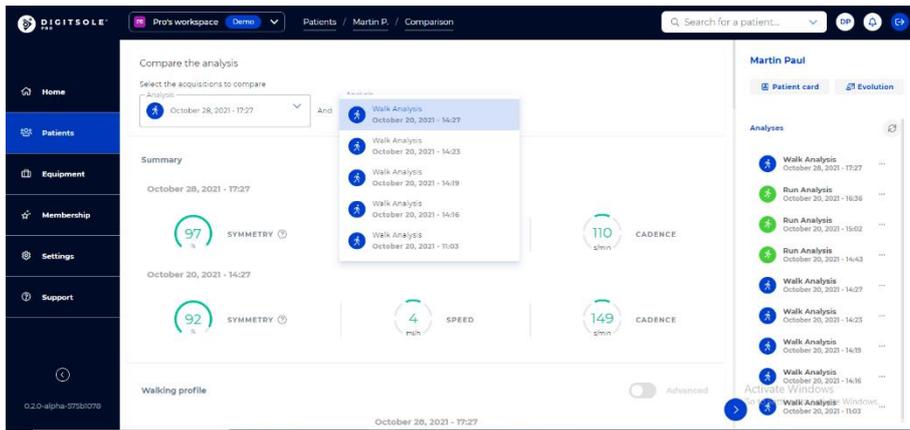
The “Analysis” section is on the right. Select the analysis you wish to compare by clicking on it.



Once the analysis is open, click on the three dots 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

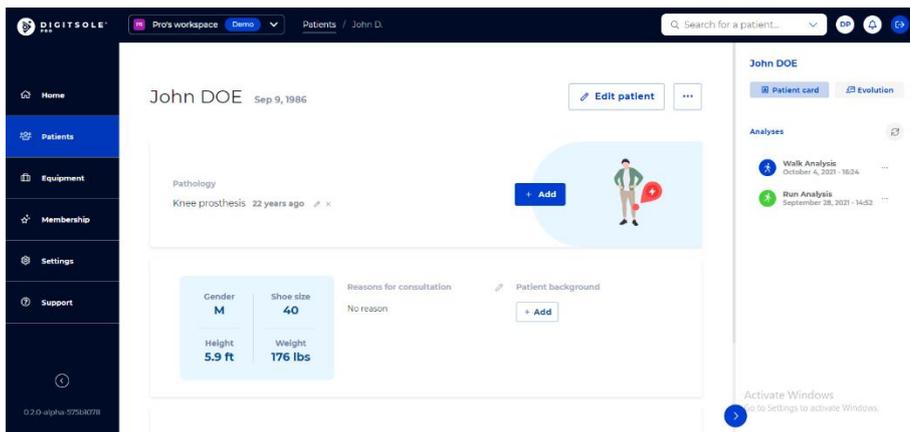


How to delete an analysis?

Select the **Patients** tab, then select the patient.
You are now in the patient file.

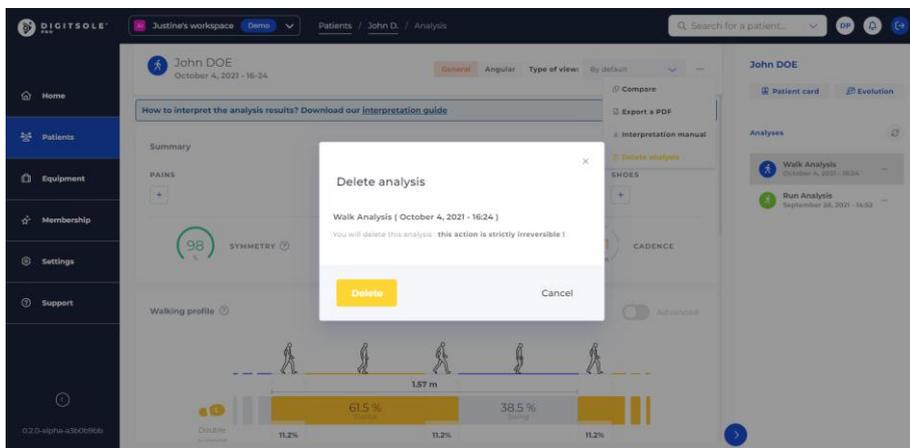
The “Analyses” section is on the right.

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



A window appears, asking you to confirm your deletion request.

NOTE: The data capture will be permanently deleted if you click Delete.

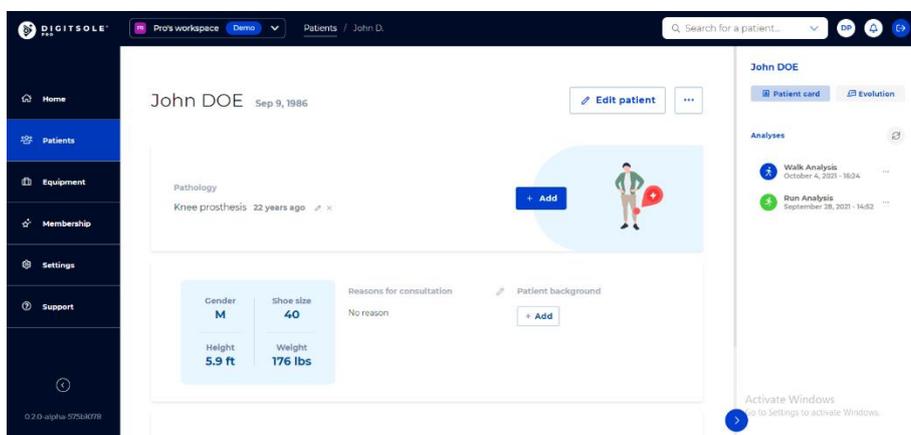


How to see the analysis results?

Select the **Patients** tab, then select the patient.

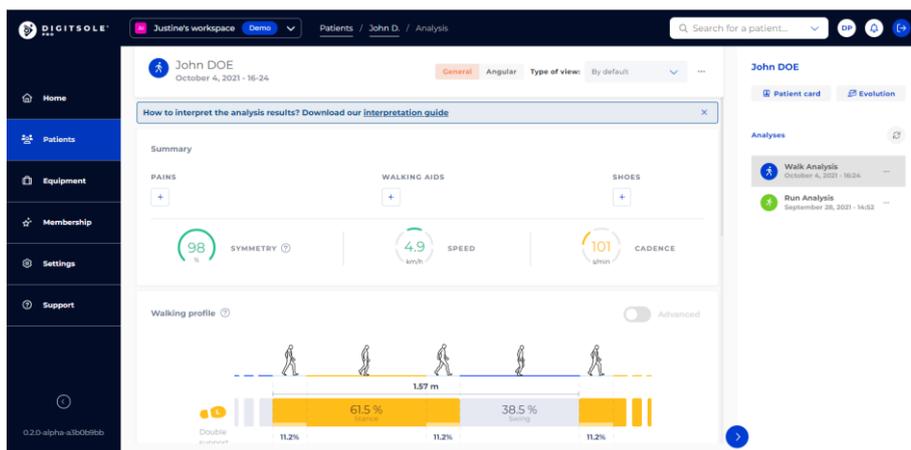
You are now on the patient file.

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, does it 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 I cancel after 6 months (for Standard), will I get charged?

If you cancel *after* 6 months (for Standard) you will not be charged.

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

If you cancel *before* the end of the 6 months, the remaining balance will still be due.

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 the 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".

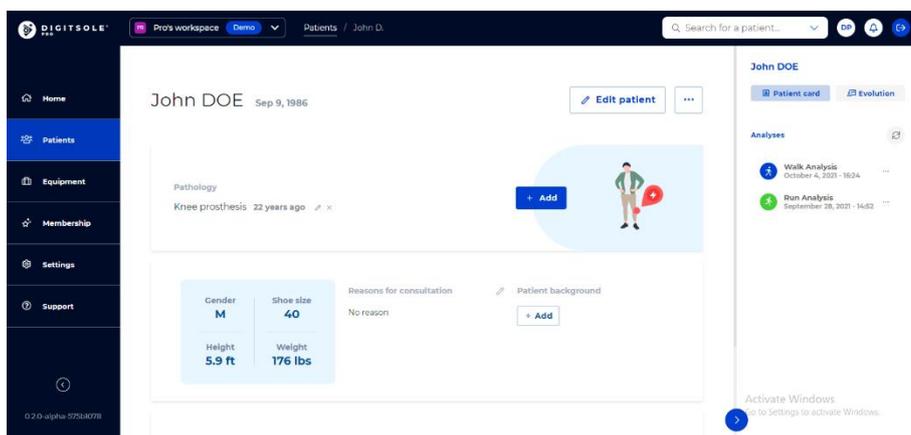
You will then be able to send the PDF by email to your patient as an attachment.

How to generate a report?

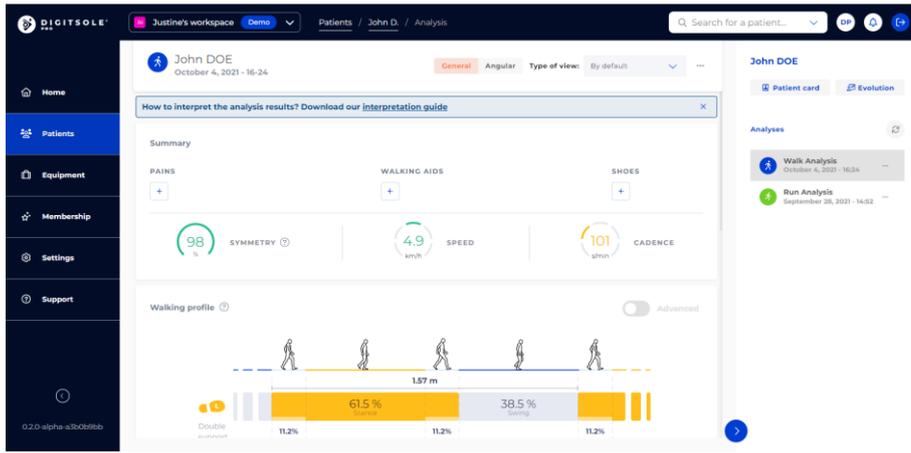
Select the **Patients** tab, then select the patient.

You are now on the patient file.

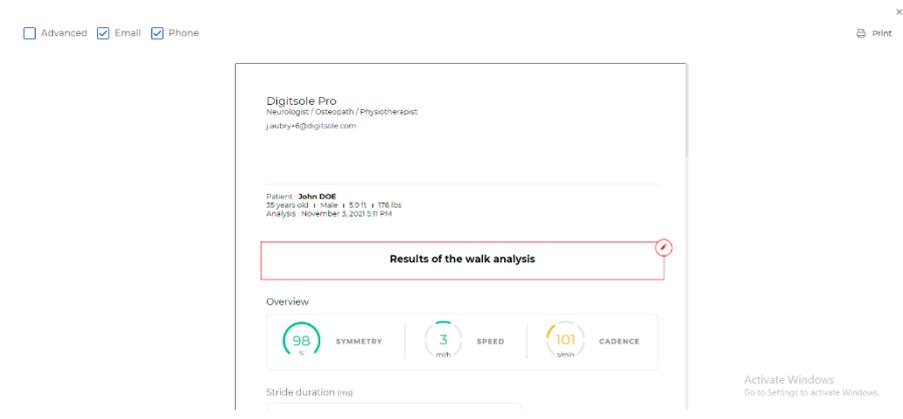
The "Analyses" section is on the right. Select the analysis you wish to view by clicking on it.



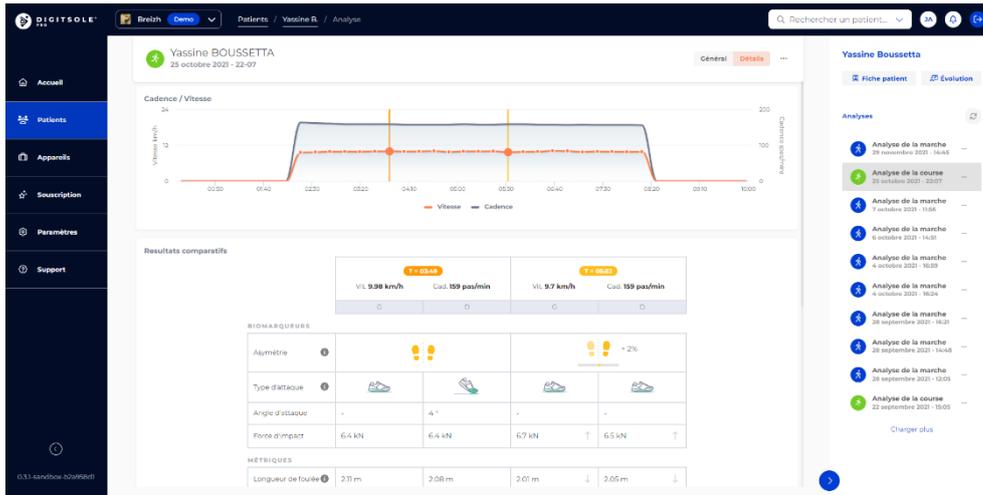
Once the analysis is open, click on the three dots in the upper right corner, followed by **Export PDF**.



The export analysis page will appear.



For more details about exporting a run analysis, select two points on the details tab chart as below:



You can then click **Export PDF**, as before the analysis export page opens.

By checking the details box you will have access to a more detailed PDF including the comparison of the two points you selected earlier.

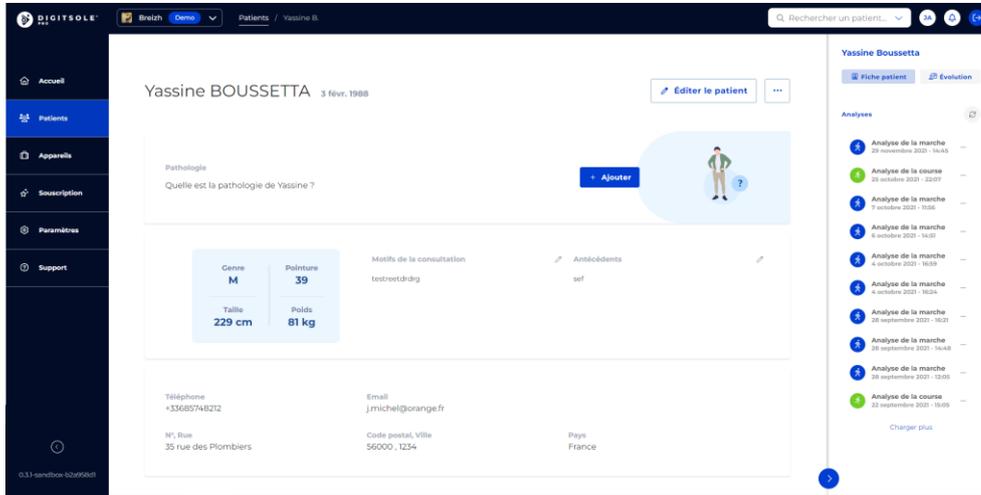


Export a comparative Report

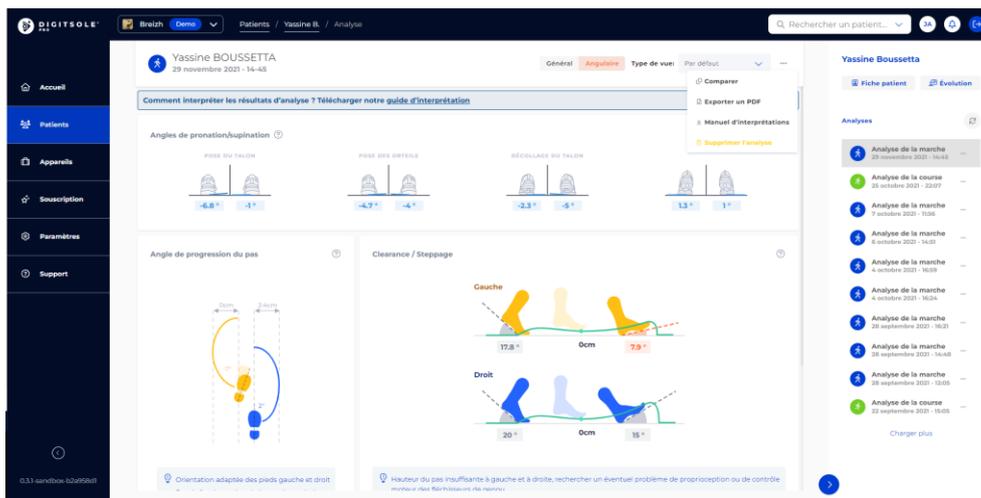
Click on the **Patients** tab and then select the patient.

You are now on the patient's file.

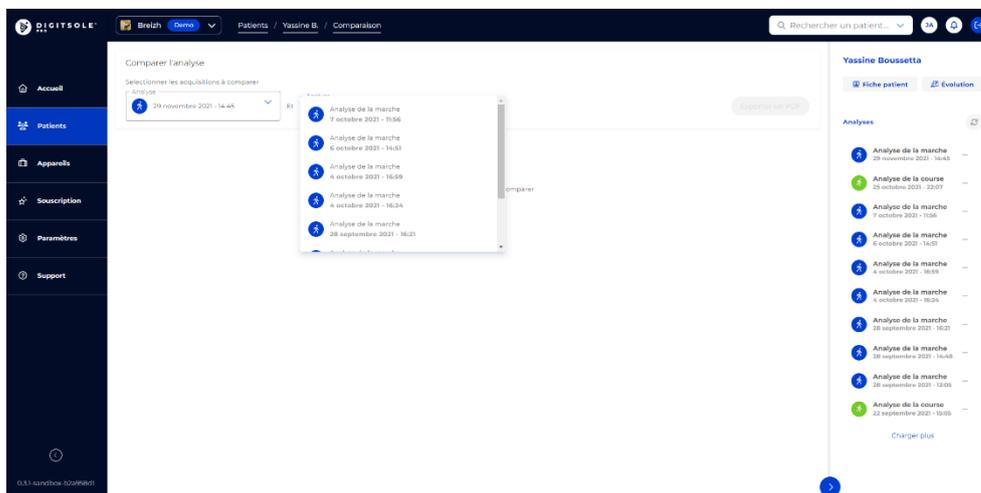
On the right is the "Analyses" section. Click the scan you want to access.



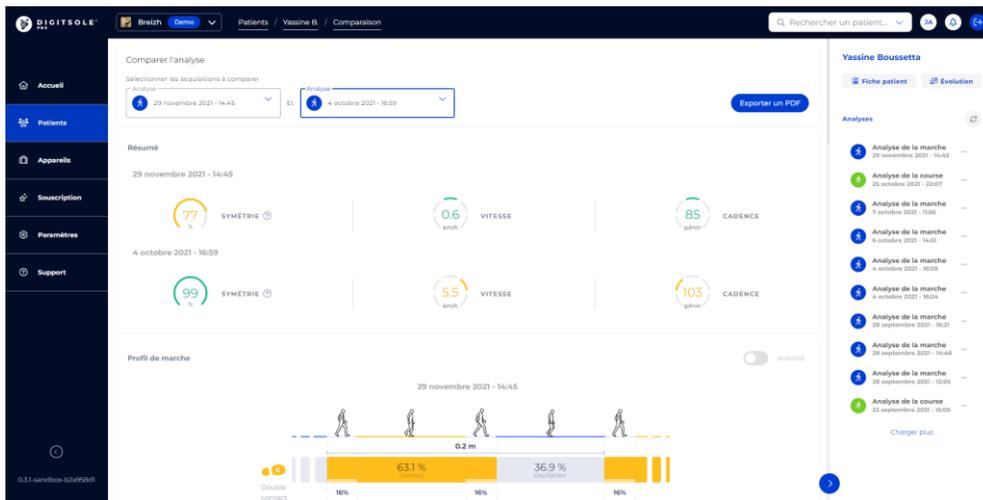
Once the scan is open, click on the three dots at the top right and then click **Export PDF**.



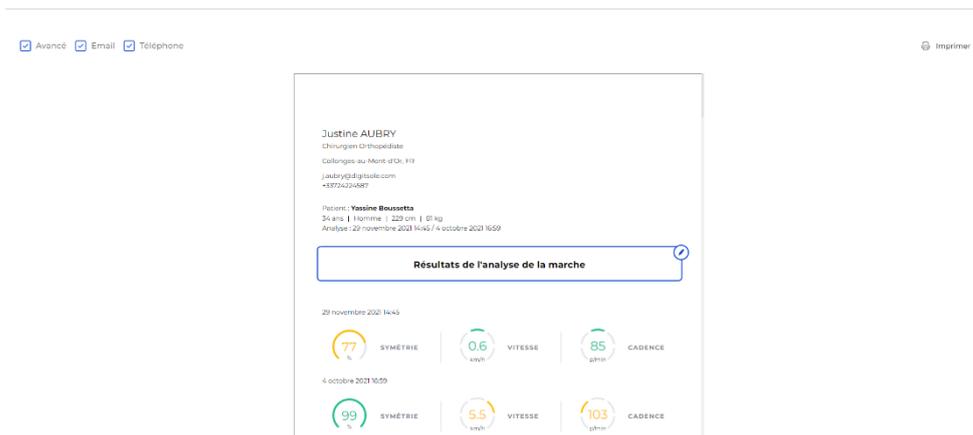
Then select the analysis you want to compare it with.



Then click **Export PDF**.



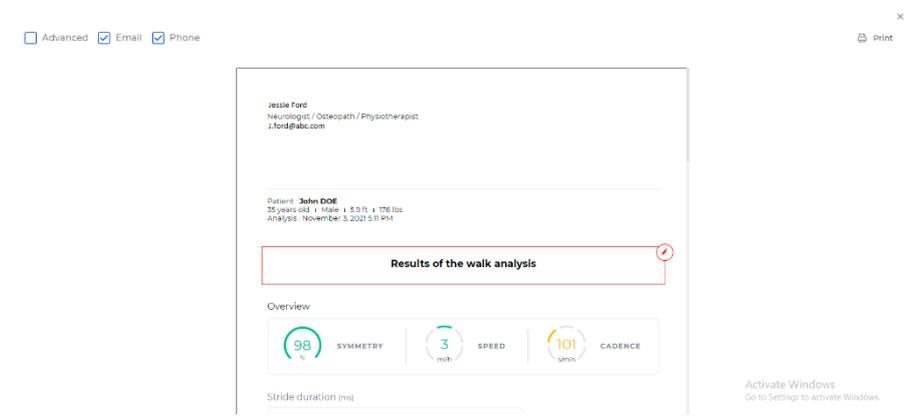
The analysis export page opens



How to hide practitioner information on the report?

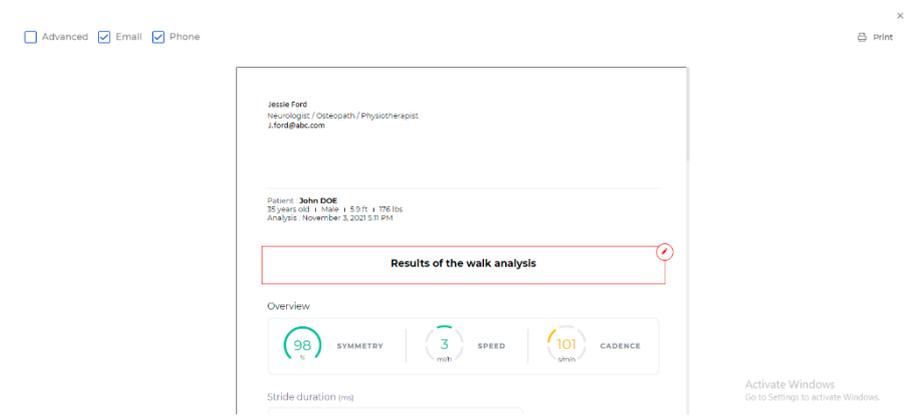
Following the completion of the analysis export, you can:

- Check the "Advanced" box to generate a more advanced report
- By clicking on the **Eye** icons, you can choose to have your email address and/or phone number 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.

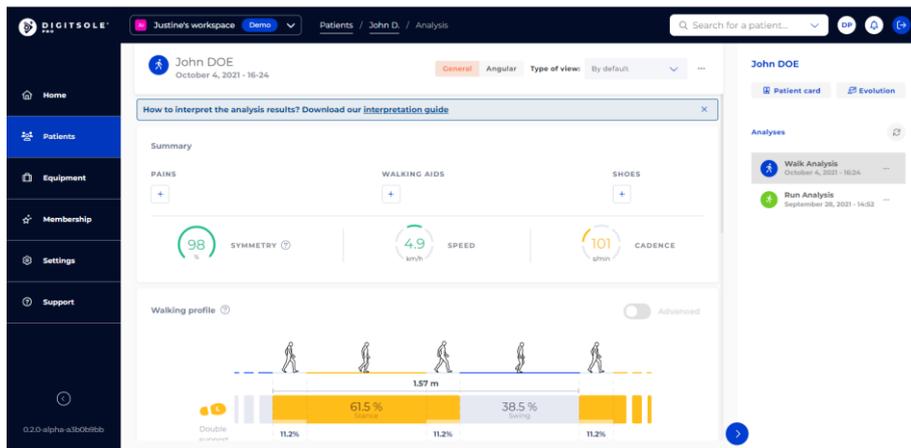


Acquisition

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 the **Interpretations Manual**.



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

Why aren't there enough steps at the end of the activity ?

- Make sure the DSPods are placed in the right position in the insoles. (Refer to: How to insert the DSPods into the Digitsole Pro® insoles?)
- Stay still during the initialization phase.
- In the walking analysis, make sure there have been more than 20 steps taken during the acquisition. In the running analysis, make sure there is a run speed of more than 8 km/h.
- If the problem appears again, please contact us and send us the **error report**.

What is the minimum running speed?

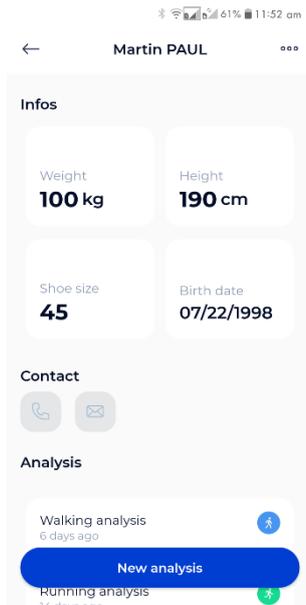
We recommend a minimum running speed of 4.97 mph / 8km/h.

What is the minimum duration of an acquisition?

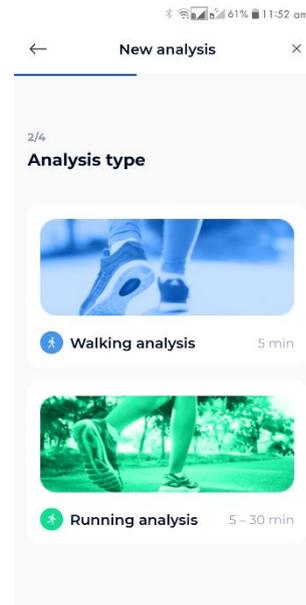
We recommend the acquisition last at least 1 minute and 30 seconds.

How to start and stop an analysis?

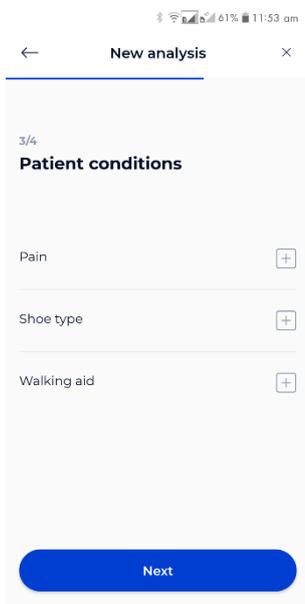
To start an activity, you must use the application on your phone.



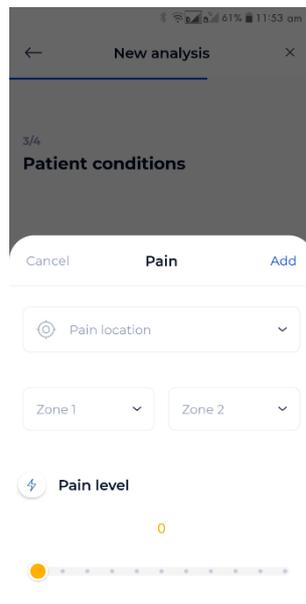
1 – Go to your patient's file once it's been created and your DSPods have been added to your account. Click on the button **New Analysis**.



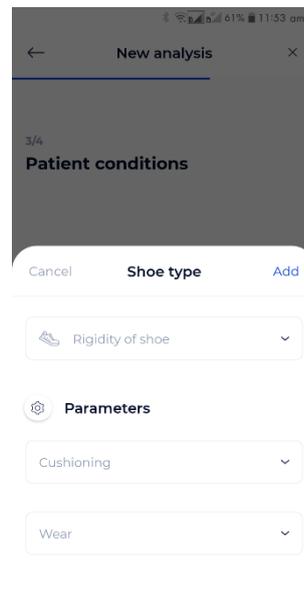
2 - Next, choose the type of analysis.



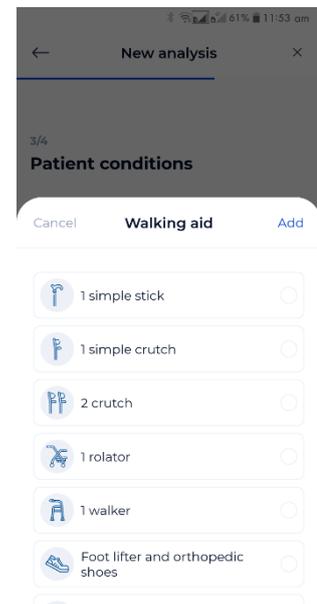
(1)



(2)



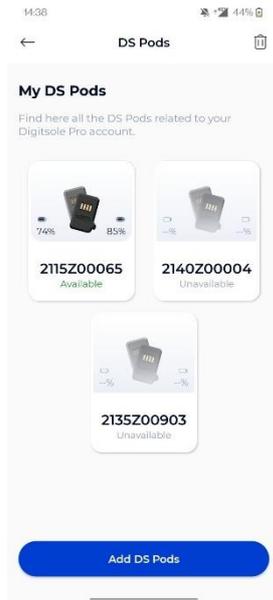
(3)



(4)

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

- Enter the location and intensity of your patient's pain(s) in the **Pain** tab (2).
- 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).

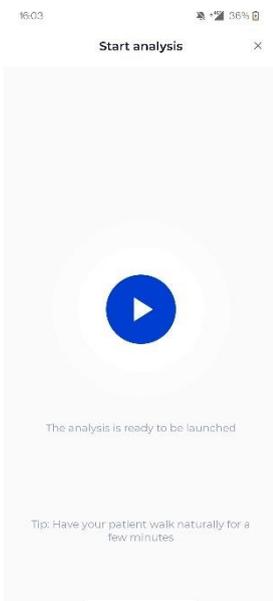


Then chose the pair of DSPods you will use for the data capture.

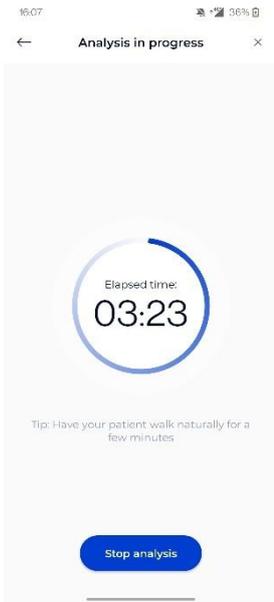
The application will then establish a connection to the DSPods and you will see the screen where you can begin the analysis.



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 14.0+ 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?

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**Welcome to Digitsole
Pro**

Email address

my-email@address.com

Password

•••••

Login

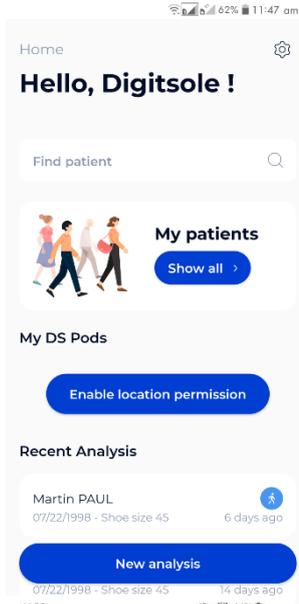
To access the application, ensure that you have already created your account on the web interface (<https://app.digitsolepro.com/auth/sign-up>), and you can connect to this application using the same credentials.

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

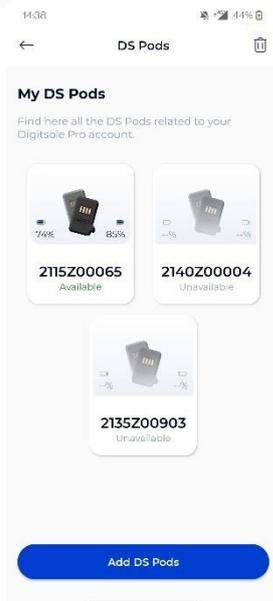
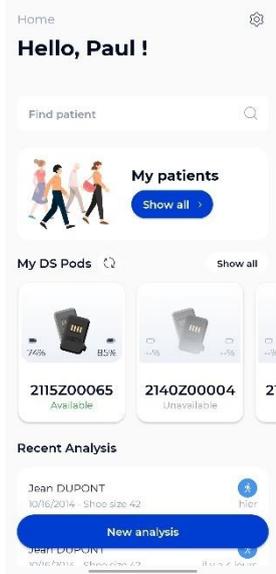
If you have forgotten your password, go to the Digitsole Pro® interface to create a new one.

How to add DSPods?

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



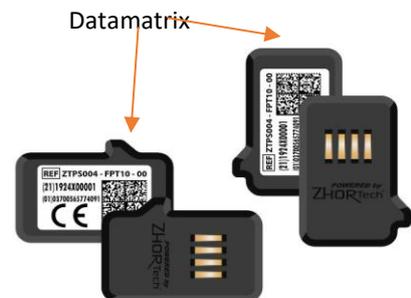
- If you do not already have DSPods entered, go to the "DSPods" area and click **Add**



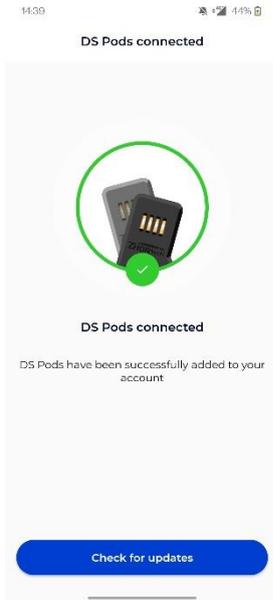
- If you already have DSPods entered, go to the "My DSPods" area and click on "**See all**," which will redirect you to a list of your DSPods. Select **Add DSPods** from the menu.

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 the DSPods?



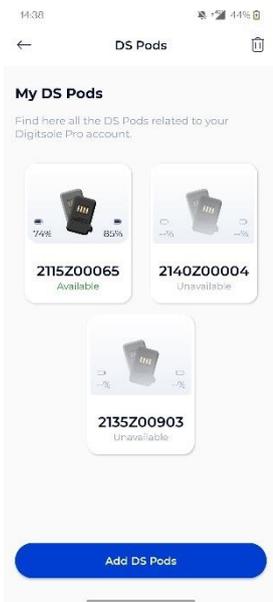
Click on **Check for updates** to check the DSPods' version for an update.

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 the DSPods' battery levels?

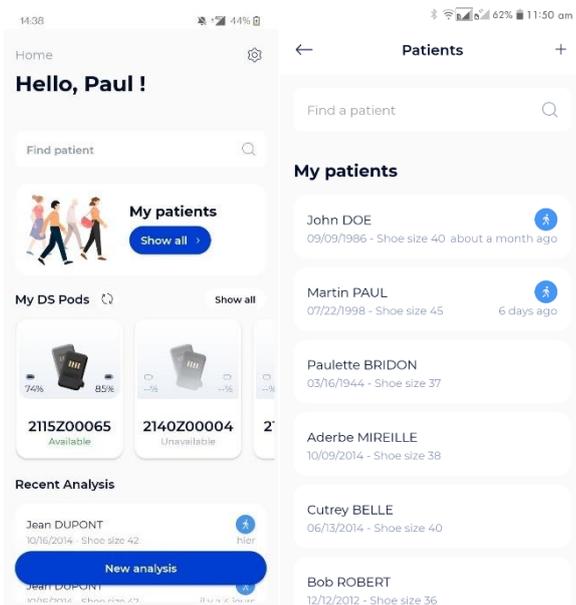


When the DSPods are charging, you will not see the charge level of your DSPods.

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 level after reloading the page, your DSPods may be "asleep" (to save power, they automatically turn off after about 20 minutes). Shake them vigorously 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 website and see the battery of the DSPods, this action can take 30 seconds.

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 **+** icon at the top right of your screen.

The New Patient form will appear; enter the info for the patient file. Note that completing the Information and Pathology pages is mandatory. 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 better communicate with your patient about their results.

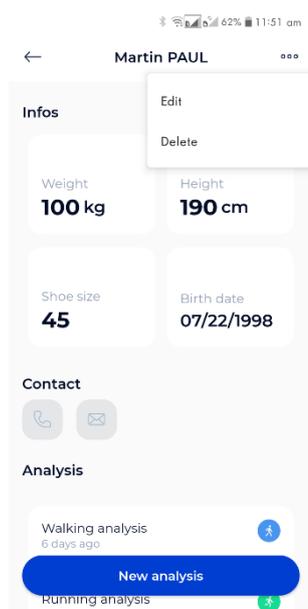
NB: Note that with imperial units, choose the gender of the patient first to access the men or women's sizes.

How to edit a patient?

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

The patient's file will be updated.

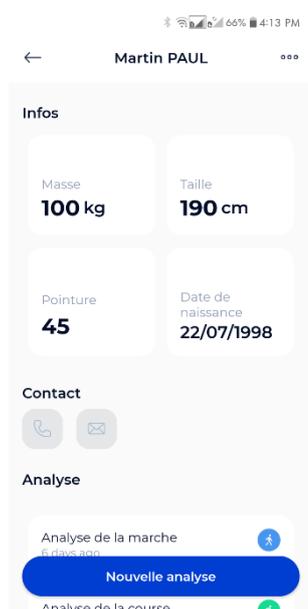
How to delete a patient?



Click on the patient you want to delete from the patient list. 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.

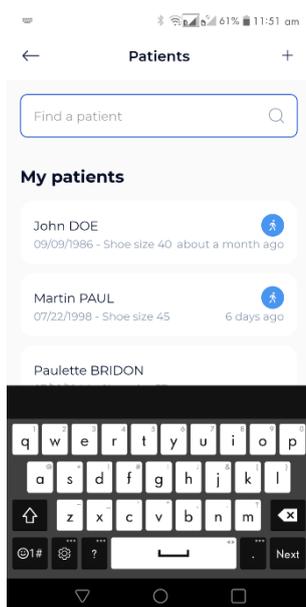
Please note: This is an irreversible action.

How to contact a patient?



Click on the patient you want to contact from the patient list. 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?

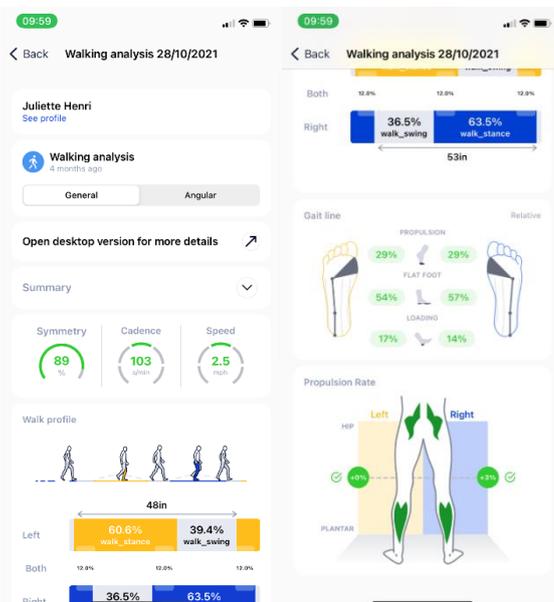


Type the last name and/or the first name of the patient in the text field at the top of the screen.

How to see the analysis results?

In the "My patients" area, click **See all**, then select the patient. You are now in the patient file.

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



You can select the General or Angular view at the top.

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