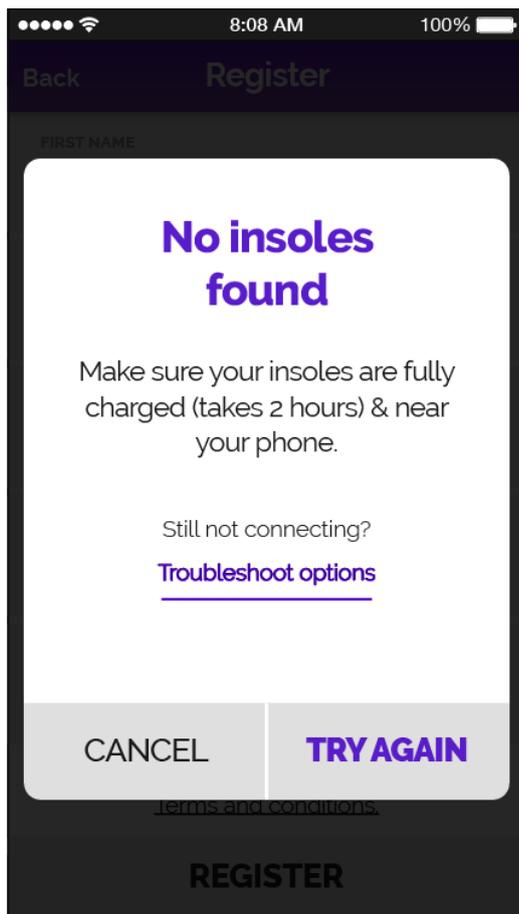


# TROUBLESHOOT OPTIONS

I am not able to connect to the insoles

*Error message: No insoles found.*



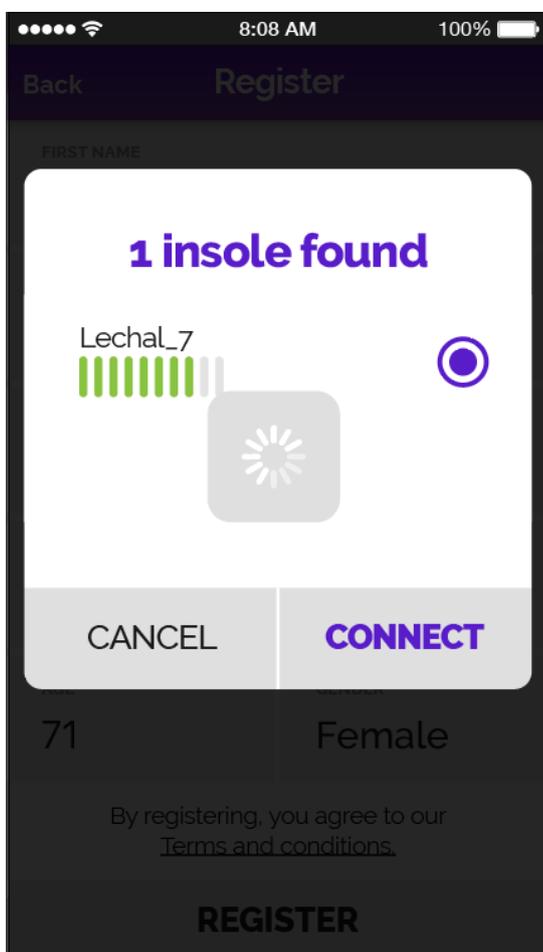
If you are getting this message, try these options:

1. Check if your phone's Bluetooth is on. (**General > Bluetooth > On**)
2. Make sure your insoles are sufficiently charged. (Insoles take 2 hours to fully charge). This is the most common reason your phone might not be detecting the insoles.
3. Make sure the insoles are close to the phone.

4. Check if your phone is already connected to any other Bluetooth devices like a headset, speaker or home assistant. If so, Please disconnect them and try connecting the insoles.
5. Try force quitting the app (by pressing the HOME button twice & swiping up on the GaitReady™ app preview for iOS). Reopen the app and try connecting to the insoles.
6. Make sure your insoles are not connected to any other phone or account. Disconnect or remove insole from the other phone to ensure that the insoles can connect to your phone.

I can see the insole in the list but it is taking too long to connect.

*Message: 1 insole found (loading)*



If the insoles are discoverable and you are still not able to connect, try these options:

1. Try putting your phone closer to the insoles. Press Cancel in the GaitReady™ app and try to connect again.
2. Try force quitting the app. Reopen the app and try connecting to the insoles again.
3. Make sure you are not connected to any other Bluetooth device.
4. Reset the insoles by placing both on charge for 1 minute. Now remove the insoles from charge and wait for another minute. Try connecting the insoles again.
5. Charge the insoles for at least an hour to ensure sufficient charge needed to connect the insoles to your device. Please note: It is possible that one of the insoles' battery is drained and prevents connectivity.

### My insoles don't seem to be charging

If the insoles don't seem to be getting charged or detected even after putting them on for 2 hrs, check if:

1. You are using a suitable adapter for charging / the one provided by us. A normal 5V USB adapter should do. You can also connect it to the USB port on your computer to charge.
2. The USB slot in the insole/cable has accumulated dust or debris. You might need to clean them.
3. The insoles could be wet due to sweat or rain. Thoroughly air-dry the insoles before charging
4. The USB cable has been damaged due to extensive pulling or twisting.

## I am facing issues with or after updating firmware.

Always make sure that your insoles are near your phone while downloading and updating the firmware.

If your insoles are not getting detected after updating the firmware, the connection between your phone and the insole might have been interrupted during the update, Try these steps:

1. Reset the insoles by placing both on charge for 1 minute. Now remove the insoles from charge and wait a minute. Try connecting the insoles again.
2. Reboot your mobile device.
3. Try the firmware update again, if it doesn't work, try connecting the insoles with another mobile device.
4. Make sure your insoles have 50% or more charge before updating the firmware.

### *How do I update the firmware?*

Some issues could be solved by updating the firmware of insoles ( Go to the top right insole button > insole settings > firmware update). Before / during the update:

1. Make sure the insoles have sufficient charge.
2. Make sure you have uninterrupted internet connection.
3. Keep the insoles close to the app while updating the firmware.

## I haven't been able to connect my insoles at all since receiving them.

Make sure you charge your insoles for at least 2-3 hours when you take them out of the box for the first time.

Please check that your phone meets the requirements:

1. Make sure your phone runs on iOS 10 or newer.
2. Make sure your phone's Bluetooth is version 4.0 or newer.

If you are still facing problems, Please contact us at [support@gaitready.com](mailto:support@gaitready.com)