
Stride One User Manual

v14.7.4.2

Getting Started

Get Your Phone Ready



Plug in the insoles using a USB-C cable to turn them on



Download “Ceriter Stride One” App on your phone, QR code below



Create your account with your activation code at portal.ceriter.com/signup



Log in to the app with your newly created username and password



In the app, connect the insoles on the Insoles screen (click scan for insoles if needed)

Scan QR code to download app



Getting Started

Insert Stride One insoles into shoes



Insert insoles into shoes, ensure they are not bent. The perforated side should face upwards.



Clip the housing onto the shoe



Tip: put Stride One insoles underneath your standard insoles



Tip: use double-sided tape to avoid Stride One insoles slipping



Recording Your Data

Monitoring Mode

This is Stride One's default mode. It automatically records and stores data. Recording is always on when the device is set to monitoring mode, indicated by the red circle and text "gait monitoring activated".



Stride One records and stores data automatically. It goes to sleep when inactive and wakes up when it detects movement.



Download data every day. Stride One can store about 25 hours of data. 1 hour of recording takes up to two minutes to download.



Data processing is automatic once downloaded. This can take several minutes and requires an active data connection.



Charge your batteries every night so you start your day fully charged.



Read more about the Stride One metrics at ceriter.com/data

Recording Your Data

Streaming Mode

Streaming mode is not enabled for all user accounts. If enabled for your account, you can switch modes using the “mode” button. This mode offers real-time visualization in the app while you walk. Intended for short duration recordings (up to 15 minutes) or walking practice.



On the exercise screen, click Start to start recording. Keep phone within reach of insoles during recording (< 5 meter).



Click Stop, to stop the recording. The data will be uploaded and processed in the cloud automatically.



Read more about the Stride One metrics at ceriter.com/data

Device LED Indications

● Charging	LED blinks green
● Fully charged	LED continuously green (while connected to power supply)
● Almost empty	LED blinks orange (battery <20%)
● Connect needed	LED blinks alternating red and green. Insoles has been in deep sleep and need to be connected to app.
● Storage almost full	LED blinks orange two times every 5 seconds (storage > 80% full)
● Restart/wake-up	LED continuously red, device is restarting, waking up or changing user mode

Frequently Asked Questions

Why is downloading data slow on my phone?

Downloading the data happens via Bluetooth. The download speed depends on the phone model. On most phones, it takes about one minute to download one hour of recording data, per insole. If you have worn the insoles for 10 hours, downloading data from both insoles can easily take 20 minutes. To speed up downloading, consider downloading the data multiple times per day.

My download failed. What should I do?

Sometimes, the data download process gets disrupted. A few tips to make this go easier:

- Download one insole at a time. Only connect with one insole and download the data. Once successful, connect to the other insole and download the data.
 - Keep your screen on. When your screen is off, or you navigate to another app, the Stride One download process continues in the background. Depending on your phone, less capacity can be available for the download process when it runs in the background.
 - Make sure the insoles remain within reach (a few meters) of your phone while downloading.
-

I downloaded data but don't see steps in the app. What should I do?

After downloading data to the phone, it gets uploaded to the cloud and processed automatically. This process takes a few minutes. Occasionally, the data can remain stuck on the phone after a background download. When this happens, walk for a few minutes, disconnect the insoles and reconnect, and download the latest data. This triggers a new upload, also for the data that is stuck on the phone.

What does "Runs" mean in the app?

The app shows the number of different recording files on each insole. A new recording starts when the insole detects movement and stops when the insole is inactive for a given time (usually no movement for 5 minutes).

When are my insoles recording data?

Anytime the insoles are charged, once they detect movement. There is no button to turn them off. After five minutes of inactivity, the insoles stop recording, and start again once they detect movement.

I don't see any devices to connect to, what is wrong?

If you don't see any devices on the insoles screen, check the following:

- Click the Scan for insoles button – it should turn green and display "Scanning"
- Make sure the insoles are within reach (a few meters)
- Make sure the insoles are charged
- Make sure there is no other phone connected to the insoles (in case you have more than one phone)

If this does not resolve the issue, attach your insoles to the power supply and wait ten seconds before trying again.

How can I contact support?

You can reach Ceriter support by emailing support@ceriter.com.

Safety Information

1. Read and understand these instructions before using the product.
2. Do not open the device housing. This will void the warranty.
3. Do not use the product if it was damaged during transportation.
4. Do not immerse in water.
5. Do not use solvents or corrosive cleaning agents.
6. Use an appropriate USB-C power supply.
7. Battery safety: improper use of your device's battery may result in fire or explosion. Do not heat, open, puncture, mutilate, or dispose of your device or its battery in fire. Do not leave or charge your device in direct sunlight for an extended period of time. Doing so may cause damage or melt the battery.
8. This product provides gait monitoring information and is not intended to replace clinical judgment.
9. In case of questions or issues, contact support@ceriter.com.

Manufacturer Address:

Ceriter BV

Merelstraat 7

3620 Lanaken

Belgium