

KinesiaU Phone/Watch Application function FAQ

The following are different situations you may experience while setting up/using the KinesiaU app and the solutions.

Initial installation/login issues:

Q. I'm getting an error when trying to access the Phone app, or it's telling me I don't have an active prescription once I sign in.

A. When accessing your KinesiaU Prescription application for the first time, you may get an error saying the following (Figure 1):

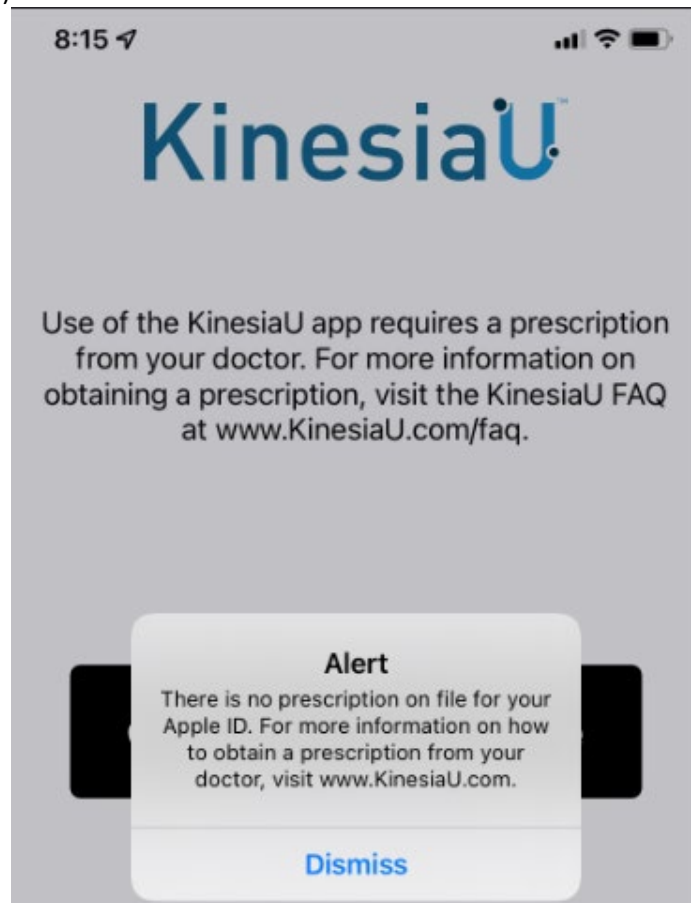


Fig. 1: Error that appears in the Application screen

This error will appear due to one of the following reasons:

1. The prescription account has not yet been set up by GLNT. When your account is set up, the email used in your prescription will receive the notification that your account is ready to access.
2. The Email address listed in the prescription is not the email affiliated with your Apple ID (iPhone) or Google Play account (Android). If this is the case, please contact GLNT so that the email on your prescription can be updated to match that associated with your Apple ID or Google Play account.

3. (iPhone only) The email is correct and active, but your phone is set to use your Apple ID before your email.

Android Users:

A.1 Ensure that you are signing in with the account associated with your prescription. See the User Guide section on installing the Android app for more details on adding an email address to your device. User Guide Link: <https://www.glneurotech.com/products/kinesiau-user-guide-patient-brochure/>

A.2 Ensure that your phone has a stable internet connection. Check the phone's Wi-Fi and/or mobile data status.

iPhone Users:

In order to allow your phone to log into the KinesiaU application, the application needs to know your email address. This is used to verify that you have a prescription on file with Great Lakes NeuroTechnologies. To make changes to sharing your email address with the app requires an update in the settings, which will only affect the KinesiaU application.

1. On your Apple iPhone, Navigate to Settings > [Your Apple Id] > Password & Security > Apps Using Apple ID > KinesiaU.

Note: Fig 2 through 6 show locations of each subsequent prompt

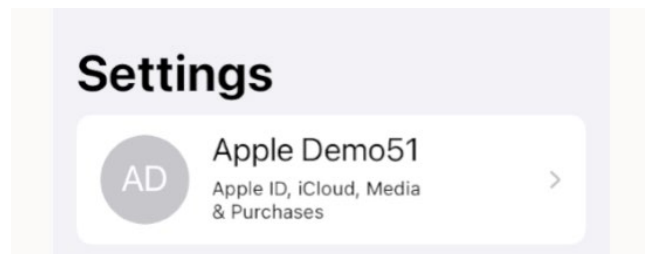


Fig 2. Settings screen showing icon for Apple ID

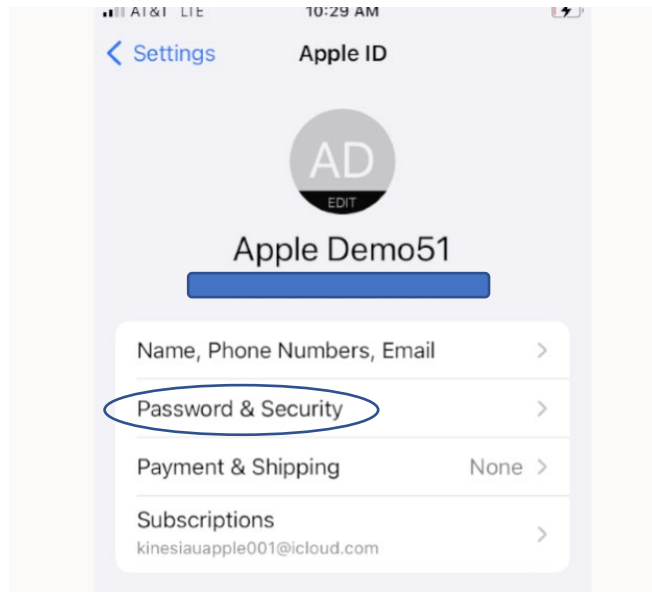


Fig 3. Apple ID screen showing location of “password and Security”



Fig. 4

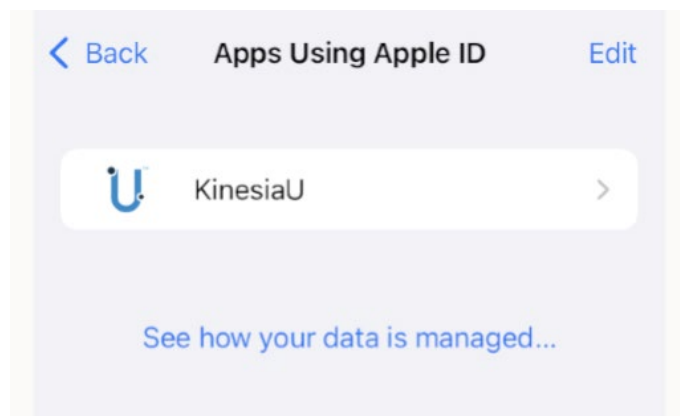


Fig. 5

2. On this next page, choose the option to 'Stop Using Apple ID'. (Figure 6)

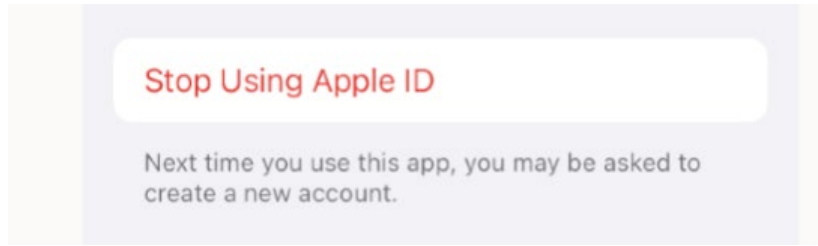


Figure 6

3. The next time you open KinesiaU, the app will prompt you to either share or hide your email address. Choose the option to share your email and continue signing into the app. (Figure 7)

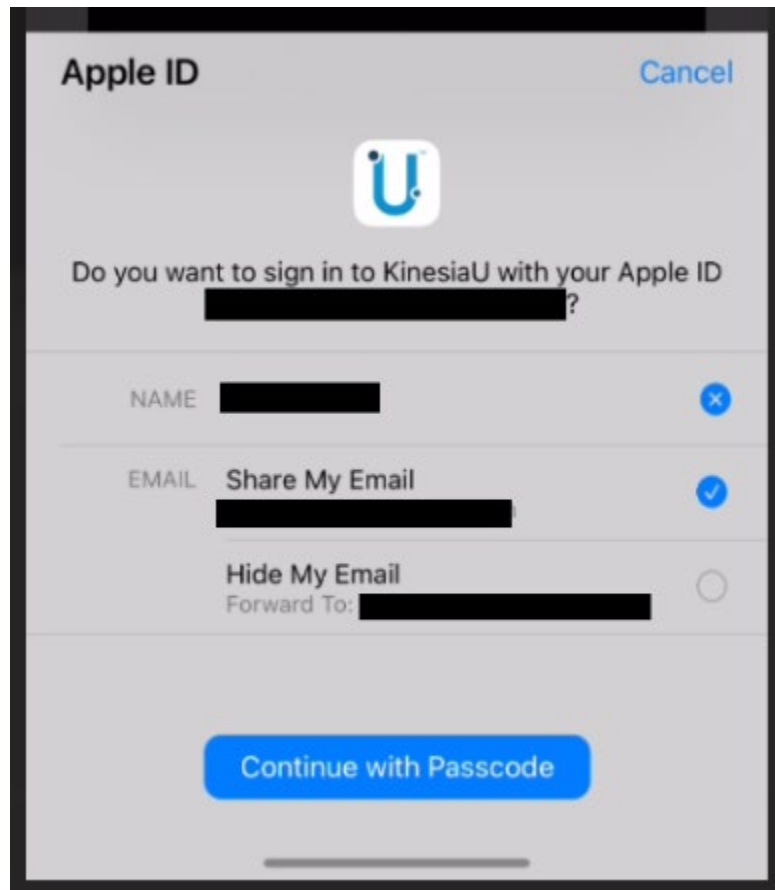


Figure 7

Application Functionality issues:

Q. I'm having issues starting the task-based assessment on my iPhone.

A. To resolve this issue, try following these steps:

1. Ensure that the KinesiaU app is installed and displayed on your watch face before starting the first task.
2. Check that your phone and watch are connected to each other. While your watch is displaying the clock, drag your finger from the bottom of the watch face up to the top of the screen. Look for the icon shown below in Figure 8 to ensure that the phone and watch are connected.



Fig 8. Watch Connection Icon

Q. I am having issues starting or stopping the continuous assessment.

A.1 Ensure that the KinesiaU app is installed and open on your watch face before starting or stopping the assessment.

A.2 Check that your phone and watch are connected to each other. See Figure 7 for more detail.

Q. I am having issues with data transferring between the watch and phone after a continuous assessment.

A.1 Ensure that the KinesiaU app is displayed on your watch face before the app attempts to transfer data.

A.2 Check that your phone and watch are connected to each other. See Figure 7 for more detail.

A.3 If the app appears to be making no progress in the data transfer, close the KinesiaU phone app completely. To do so follow the steps listed in this link:

<https://support.apple.com/en-us/HT201330>

After closing the phone app, ensure that the watch app is displayed on the watch face then re-open the phone app.

Q. I'm having issues starting the task-based assessment on my Android smartphone.

A.1 Ensure that you have connected your smartwatch through the KinesiaU app. See the section on installing the Android app in the User Guide for more details on configuring your app.

A.2 If you are using a watch connected to WearOS, open the WearOS app and ensure that the watch is connected to your phone. If not, use the WearOS app to reconnect your watch and phone.

A.3 Ensure that the KinesiaU app is installed and open on your watch face.

A.4 Check your phone's settings and your watch's settings that both have Wi-Fi and Bluetooth turned on.

Q. I'm not able to complete the task-based assessment on my Android smartphone.

A.1 Ensure that the watch app remains on the watch face for the entirety of the task-based assessment. The phone app must also remain on your phone's screen for the whole assessment.

A.2 Ensure that your watch and phone are connected prior to running the assessment.

A.3 Receiving phone calls during the assessment will invalidate the assessment.