

## Spire Health Troubleshooting and FAQ

### 1) Contacting the Spire CS Team

- a) We are available 9am to 5pm PST M-F via the phone at 1-800-501-2256 option 4 or 5.
- b) You can send in an email at any time to [study@spire.io](mailto:study@spire.io) or [hello@spire.io](mailto:hello@spire.io)
- c) We are also able to respond if you send in a diagnostic (by shaking your phone with the app open). If you contact us this way, please write out your question / issue and be advised we are only able to send a single response back. If this will not suffice, call or email our team.

### 2) Attaching to Clothes:

- a) **Please do not attach Health Tags directly to your skin.** Adhering Health Tags to your skin can cause injury. Health Tags are designed to adhere to your clothing, with the LED and Spire logo facing your body.
- b) **The Spire app includes instructions that cover how to attach Health Tags to your clothing.** If you are setting Health Tags up for the first time, these instructions will be covered during app setup. If you've already completed setup and would like to access the instructions again, launch the app, go to Settings → Devices → Watch Instructional Video.
- c) **Attach the tags only to clean clothing and let sit for 24 hours before wearing.**
  - i) If your clothing is not freshly washed / cleaned or if you wear your devices before 24 hours, your body oils will affect the adhesive and they will have a higher chance of falling off down the line.
- d) **Attaching to bras / similar garb:**
  - i) Place Health Tag on the "wing" of your bra, such that when you put the bra on, the device will be pressed against the side of your chest.
  - ii) Press down on the device for a couple of seconds.
  - iii) Flip over the bra so the device is against the table with the bra above it, and "massage" the clothing onto the device.
- e) **Attaching to clothes with waistbands:**
  - i) Place Health Tag on the waistband of your clothing about 1-2 inches from the center so the device will be on the front-side of your body when you wear it.
  - ii) Press down with light to medium pressure on the device for a couple of seconds
  - iii) Flip over the clothing item so the device is against the table with the bra above it, and "massage" the clothing onto the device.
- f) **If your devices fall off**
  - i) You will need additional adhesives, which are included in your pack. Please use those to remove and then reattach your device. If you no longer have the additional adhesives, Spire Support
  - ii) Removing and Replacing Health tags instructions Link: <https://spire.freshdesk.com/helpdesk/attachments/43004937606>

### 3) Onboarding:

#### a) Downloading the app:

- i) To immediately be brought to the correct app: type 'downloadspire.com' in your web browser and it will open the correct Spire app within the app store
- ii) Alternately, type in 'Spire Health Tag' in the app store search window and make

sure you choose the app with this logo:



#### b) If you download the wrong app

- i) Please log out of your account and uninstall the app. Then install the correct app (by going to downloadspire.com) and create a new profile using your participant email and number rather than personal info.

#### c) If you sign up using the wrong email address: contact the support team.

- i) Our steps will be to (1) have you log out (2) have you delete the app (3) we will manually remove the devices from your account (4) have you download the correct app via downloadspire.com (5) create a new account using the correct participant information.

#### d) If you receive a "pack pair error", "device asleep or out of range", or "health tags already registered" error

- i) Call Spire support at 1-800-501-2256 option 4 or 5.
- ii) We will walk you through these steps: (1) have you log out of the app (2) have you delete the app (3) we will manually remove the devices from your account (4) have you download the correct app via downloadspire.com (5) create a new account using the correct participant information.
- iii) If that does not resolve your issue, we will provide a replacement device or pack to get you set up

### 4) Connectivity:

#### a) If you are having connectivity issues:

- i) Make sure you are connected to a wi-fi network
- ii) Make sure you have the correct Spire app downloaded
- iii) Make sure you have your phone's bluetooth on and then try toggling Bluetooth Off and back On through your phone's Settings. Then try to reconnect again.
- iv) Close and restart the Spire app. Try to reconnect again.
- v) Reboot your phone. Try to reconnect again.
- vi) Log out of the Spire app and then log back into it. Try to connect once more.

#### b) If the above steps do not work, contact Support team.

### 5) If you have an Android Device

- a) **Contact Support:** you will be unable to participate in the study.
- b) While iPads may allow you to sync with the health tags, the health tags were intended for use with a smartphone and may not work well with other devices.

## 6) If you believe your device is broken or the battery has died

### a) Try to get the green light to flash

- i) Flip the device over on its back, wait about 10 seconds, and then flip it back over (the goal here being changing the orientation of the tag to 'wake it up') You can press the device lightly as well. If you cannot get the light to come on, it will need a replacement. Be sure to record the info of the device being replacement and for the replacement device. See activation instructions below (7).
- ii) If the green light comes on, the device should be ok and able to sync to your phone using one or multiple of the abovementioned steps. If not, contact the Spire Customer Service team.
- iii) If the green light does not come on, contact Support. Your device is likely dead, but we would like to verify before you receive a replacement.

### b) If your device begins to vibrate and will not stop

- i) The device likely has a broken motor and will vibrate until the battery is dead. Contact support to confirm before providing a replacement Health Tag.

## 7) If you need to issue a replacement device

### a) First assure the device needs to be replaced

- i) Have the user go to app settings > devices > select a device and it will let you know (1) the battery level (2) if the device is active and synced (3) it will allow you to send a vibration to your device (4) it will allow you to light up your device.
  - (1) If the battery is dead, issue a replacement
  - (2) If you are unable to get the light to come on, issue a replacement
  - (3) If the light does come on or the device is able to send a vibration, call CS as the device likely does not need replacement

- b) Once you've confirmed a device needs replacement, issue the replacement device and follow the below steps to get it activated. THEN, please collect the faulty/defective device and label it with the participant ID. Spire will then send a return label so we can diagnose the device issues.

## 8) How to activate a replacement tag:

1. Once a replacement health tag is received, remove it from the packaging.
2. Open the Spire App and go to Settings-->Devices and tap on Setup New Health Tag.
3. Follow the onscreen directions for syncing the new tag to the Spire App.
4. Once the new tag is synced, it will be associated with your Spire account and ready to use.

## 9) Compliance

### a) To maintain compliance, follow the below steps:

- i) Wear your Tags as much as possible. Shoot for 24 hours per day, including while sleeping.
- ii) Have your phone near you at all times
- iii) Make sure your phone is connected to Wifi
- iv) Keep your app open in the background at all times (do not close it out)
  - (1) If disconnected, your data will begin to overwrite every 45 min
- v) Replace any tags that may be defective or have battery issues



