

elvie

Post-sales support for Elvie Trainer

Getting started

Three most common problems

If a customer reports:

- It is impossible to connect to Elvie Trainer or they have connected in the past but now cannot, please see 'Connection' under 'Common issues' below
 - Frequent disconnection, please see 'Frequent disconnection' below
 - The app is not behaving as expected, please see 'Temperature' below
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Compatibility

Elvie Trainer is compatible with:

- iPhone 4S and newer
- Android phones version 4.3 or newer that support Bluetooth Low Energy (also known as Bluetooth Smart or Bluetooth 4.0)
- iPads 3 and newer. When searching for the app on an iPad select 'iPhone only' from the drop down at the top left of the screen
- Android tablets that have 4.3 or newer and support Bluetooth Low Energy

Elvie Trainer is **NOT** compatible with Windows phones.

Hygiene

Always use latex gloves when handling returned Elvie Trainers, whether or not the customer says it has been used. Mark all returned Elvie Trainers visibly as returned so there is no risk they will be mixed with unsold stock. We recommend cleaning Elvie Trainers using a product approved for disinfecting transvaginal probes, such as Pjur Med Antibacterial Clean Spray. Chiaro cannot accept any liability if this protocol is not followed.

Common issues

Connection

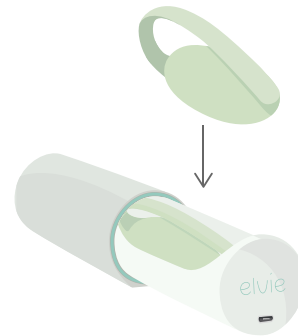
The most common issue reported is that customers cannot connect their Elvie Trainer to their mobile phone or tablet. If a customer reports they cannot connect:

1) Compatibility

Check the customer's mobile phone or tablet is compatible (see compatibility, above), they have Bluetooth turned on and they have the latest version of the Elvie Trainer app. If they are using an Android phone or tablet, they also need to have location services turned on.

2) Charge Elvie Trainer

Make sure Elvie Trainer is placed in the carry case without the optional cover and completely dry. The tail must be on top, facing outwards, as in the illustration below. Make sure there is nothing else inside the carry case, for instance lint or dust.



The case should be closed, as in the illustration below.



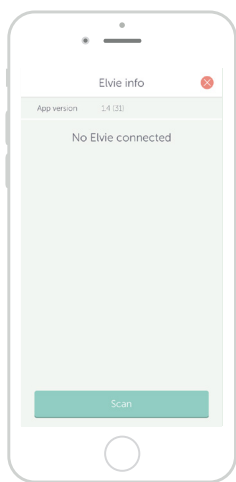
Plug the USB cable into the front of the Elvie Trainer carry case and the other end of the cable into a USB wall plug, or the USB port of a laptop or desktop computer - make sure the carry case remains closed.

Elvie Trainer needs to be charged horizontally on a flat surface. The light on the front of the carry case will come on until Elvie Trainer is fully charged, at which point it will turn off to indicate Elvie Trainer is ready to use. Even if Elvie Trainer is fully charged and no light shows, it will need to be connected to a power source for five seconds before you attempt to connect it to a phone or

tablet. If you are following all of the charging instructions correctly, and the light on the front of the carry case is flashing, check that the power source is working and that the USB cable is not faulty.

3) Connect

Turn the Bluetooth on on your phone or tablet, remove Elvie Trainer from the carry case and follow the steps in the app to connect. If you have a phone cover, remove it to enhance connectivity. Make sure you squeeze Elvie Trainer for at least five seconds in your hand then release it when trying to connect.

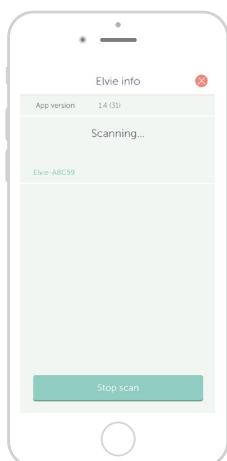


4) Scan

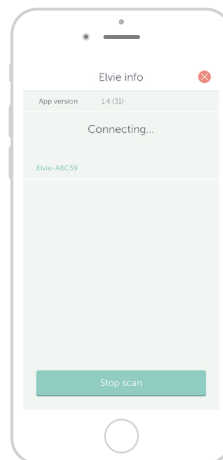
If you cannot connect in the normal way through the app, tap the '?' icon in the top left corner, then the 'i' icon.

If the device is not connected there will be a 'Scan' button.

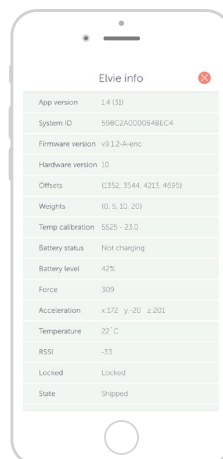
Tap 'Scan' and give your Elvie Trainer a gentle squeeze in your closed fist for 5 seconds, with the tail remaining outside your fist. Release, and squeeze Elvie Trainer for a further 5 seconds. Squeezing should turn Elvie Trainer on and make it visible on the app screen - when the word 'Elvie' appears on the screen tap it.



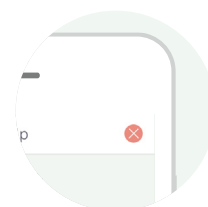
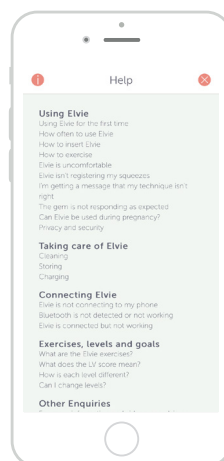
The screen may say 'connecting' for up to 20 seconds.



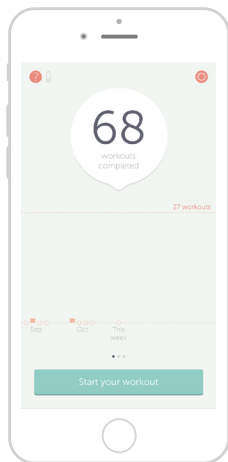
If Elvie Trainer connects, you will see a screen with information about Elvie Trainer.



Close out of the Elvie Trainer info screen by tapping the 'X' icon in the top right corner twice.



Tap 'Start your workout' and check that the gem moves up and down as you squeeze Elvie Trainer.



If Elvie Trainer does not connect, tap 'Stop scan' and scan again. Remember to squeeze Elvie Trainer gently for at least five seconds, keeping it very close to the phone and not obstructing the tail. Repeat the process until Elvie Trainer connects.

Frequent disconnection

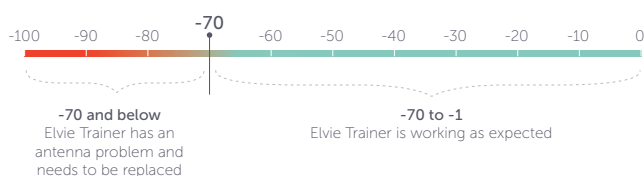
A fault can occur with the Elvie Trainer antenna, meaning Elvie Trainer will disconnect when moved too far from the phone or tablet. If a customer reports frequent disconnection:

1) Connect to the Elvie Trainer in hand. For instructions on how to do this see 'Connection' under 'Common issues' above.

Leave Elvie Trainer on a surface while you walk away holding the phone or tablet. If Elvie Trainer disconnects before you are five metres away, it is faulty and will need to be replaced.

2) RSSI check

If Elvie Trainer does not disconnect, there is a further way to determine if there is a fault with the Elvie Trainer antenna. Connect to Elvie Trainer and hold it approximately 20cm away from the phone or tablet. Tap the '?' in the top left, then the 'i' icon. Check the value next to 'RSSI'. The below diagram shows how to proceed.



The gem on the Elvie Trainer app responds erratically, or does not respond to pressure as expected

1) Temperature

Advise the customer to delete and reinstall the app and insert Elvie Trainer at least a minute before beginning a workout. Temperature can affect the movement of the gem and this gives it a chance to stabilise. If the customer has handed their Elvie Trainer in, you can replicate this by holding Elvie Trainer in your hand for a full minute before opening the app and beginning a workout.

FAQs

Can I use Elvie Trainer if:

- **I am pregnant?**

You can use Elvie Trainer during pregnancy as long as you are not suffering from any relevant complications. Every pregnancy is unique, so we advise that you consult with your health or medical professional prior to use.

- **I have just given birth?**

After childbirth, we recommend that women wait until their health or medical professional has seen them at their six week post-birth check-up and has advised that it is safe to use Elvie Trainer.

- **I have a coil or IUD?**

Elvie Trainer is safe to use if you have a coil or IUD fitted.

- **I have medical condition affecting my pelvic health?**

Please consult with your health or medical professional prior to use. Your health or medical professional is best-placed to offer advice appropriate to your individual case.

How do I insert and use Elvie Trainer correctly?

Elvie Trainer is easy to insert. Place inside like a tampon, with the tail remaining outside, facing forward. Don't insert the pebble-shaped part too high up; you should feel slight resistance at the opening of your vagina, if you pull gently on the Elvie Trainer tail. You can use water-based lubricant if you would like to. We recommend that you use Elvie Trainer in either a standing or lying position, legs apart.

How can I make sure Elvie Trainer fits?

If you find Elvie Trainer is slipping out or moving about inside, please try using Elvie Trainer with the optional cover. We recommend all women use Elvie Trainer both with and without at first to decide which provides the most comfortable fit for them. Also try changing position - if Elvie Trainer is slipping out, you might want to try lying for a workout, and see if you notice a difference.

Why is exercising with Elvie Trainer better than without?

It can be hard to stay motivated when exercising muscles that you can't see and 1 in 3 women don't exercise correctly. Elvie Trainer connects to an app that visualizes, guides and corrects user's technique in real time. The Elvie Trainer app makes it easy to see progress - view workout history and set personalized targets.

How safe is Elvie Trainer?

Elvie Trainer is 100% waterproof, made with the highest quality non-porous medical grade silicone and has been through rigorous safety testing. It is totally free of rubber and latex.

How safe is Bluetooth?

Elvie Trainer uses Bluetooth Low Energy. Bluetooth is approximately 100 times less powerful than from a mobile phone and Bluetooth Low Energy offers an even lower emission. The Bluetooth sensor is located in the tail of Elvie Trainer, which always remains outside of the body.

How do I look after Elvie Trainer?

Elvie Trainer is very easy to look after. We've chosen a very hygienic and durable material so it can be cleaned using warm soapy water. With frequent use, it will only need charging about once a month and can be stored in the portable carry case between uses.

How is my personal and workout data stored and kept confidential?

At Elvie we take the privacy of our customers very seriously. We ask that you create an account the first time you use Elvie Trainer so that you can log out at the end of a workout if preferred and no one else who uses your phone or tablet can see your results. We never share data with third parties and your workouts are never personally identifiable.

How often should I use Elvie Trainer?

As with all exercise we encourage women to set realistic goals, so we recommend using Elvie Trainer three times a week as a minimum. However, if you want to use Elvie Trainer even more then that's even better!

How long is the Elvie Trainer warranty?

The Elvie Trainer warranty is for two years, meaning if it is returned to us within that time and is shown to be faulty we will replace it. As Elvie Trainer is an intimate product we do not accept returns unless Elvie Trainer is faulty.

Any questions?

Contact questions@elvie.com

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