

StandUPTV Kit: Troubleshooting Guide

This is a guide that should walk you through the steps in case a technical issue would occur during StandUPTV study. If you have any questions do not hesitate to contact:

In you are in the Phoenix, AZ area please call 602-827-2274 with any questions or standuptv@ASU.edu

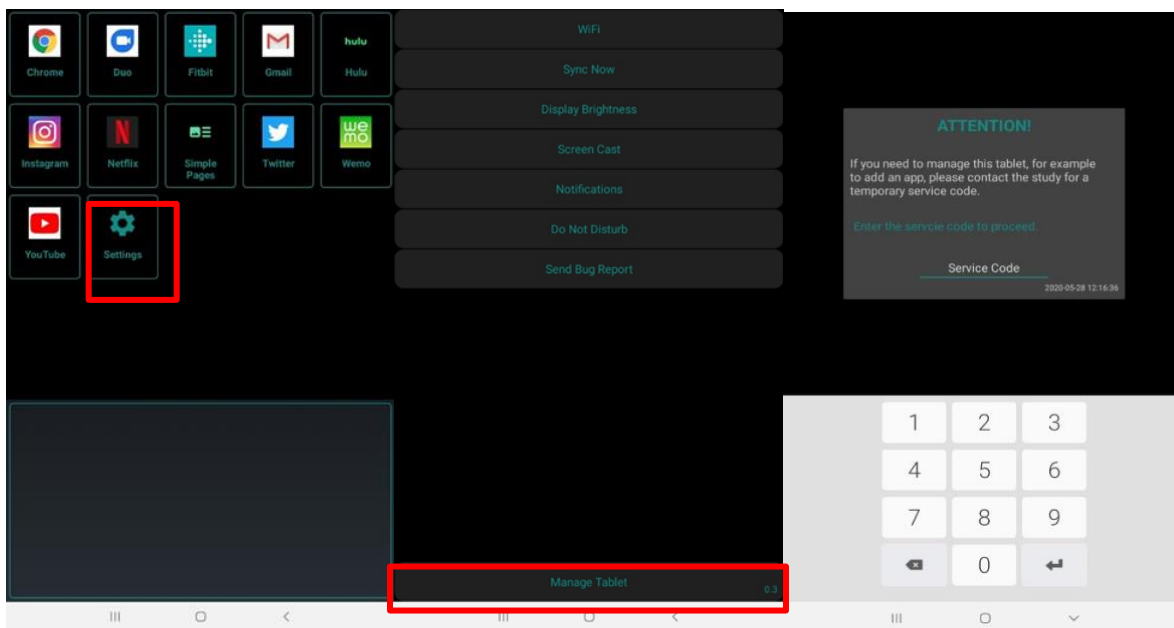
In you are in the San Luis Obispo, CA area please call 805-756-5506 with any questions or standuptv@calpoly.edu



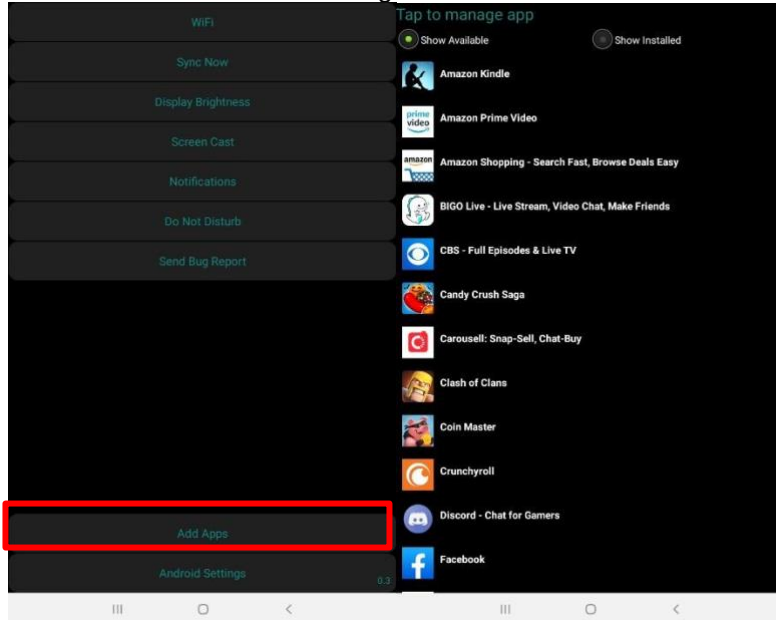
Tablet - Samsung Galaxy Tab A:

Downloading an App:

1. Open the Settings App on the Launcher's Home Screen
2. Select 'Manage Tablet'
3. Contact a researcher for a 6-digit code
4. Select "Add Apps" located on the bottom of the screen
5. Select an app from the approved apps list



StandUPTV Kit: Troubleshooting Guide



WeMo Insight:

If you are unable to install the WeMo (power usage not displayed in App) try the following steps:

1. Close the app and reopen it again. Check if power consumption is visualized.
2. Close the app, unplug WeMo, plug in WeMo, and then reopen the app again. Check if power consumption is visualized.
3. Get in touch with the StandUPTV research team for further information.

Raspberry Pi:



If a Researcher finds that the Raspberry Pi is not connected to the Wi-Fi then a possible SD card replacement could be needed. The StandUPTV team will be in contact with you if such a problem occurs.

Fitbit Charge 3:



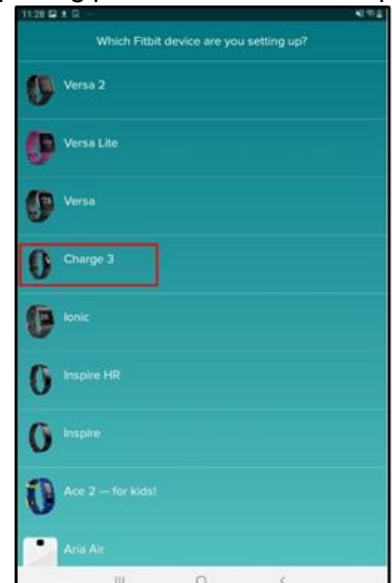
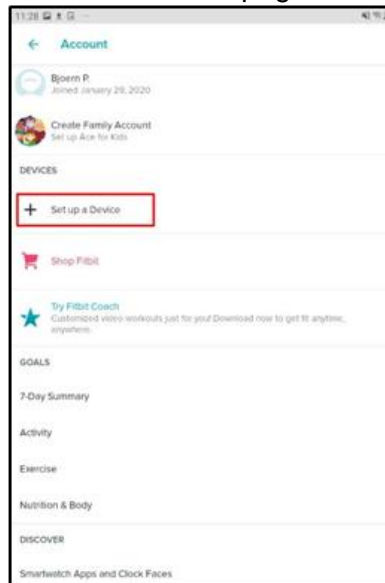
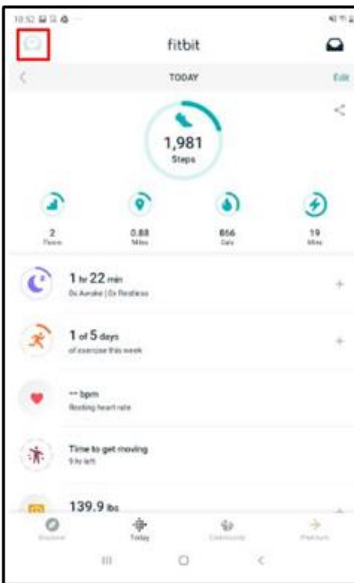
Troubleshooting:

Fitbit Charge 3 **unpairs** from the Samsung Galaxy Tab A:

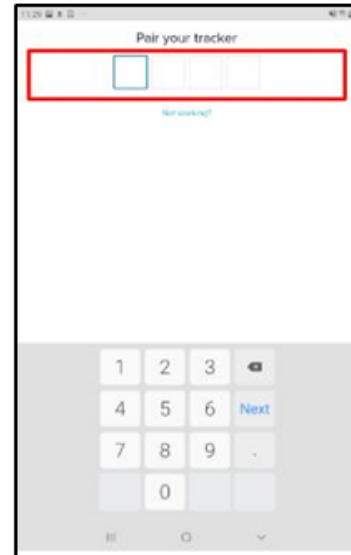
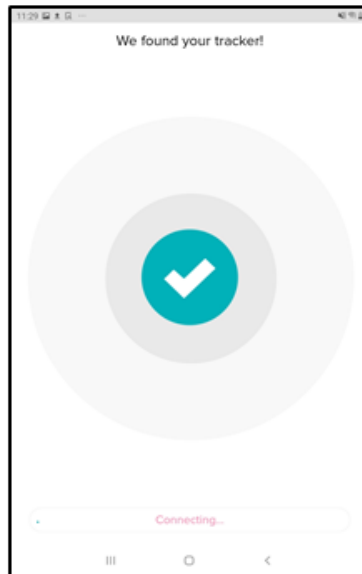
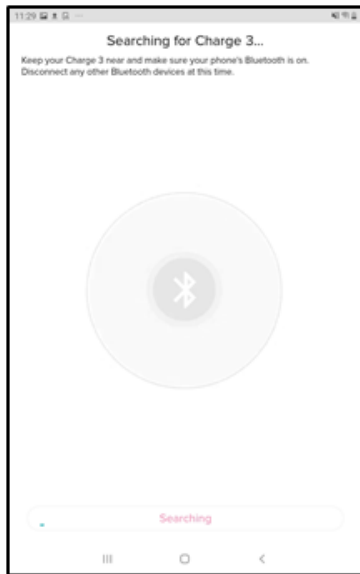
1. Launch your Fitbit App and go to the main dashboard.
2. In the top left-hand corner click on the icon that will take you to your account page.

StandUPTV Kit: Troubleshooting Guide

3. Once on the account page, you should see your name and a few rows below it, the option to “+ Set Up a Device.” Select that.
4. Select the Fitbit Charge 3.
 - a. Make sure that the Samsung Galaxy Tab A Bluetooth is on so that the device can connect. The tablet will try to pair with the device, and once that happens, four numbers will appear on your Fitbit.
 - b. Enter those numbers into the app to complete pairing. Then, the Fitbit app will walk you through the rest of the setup. Once that is done, you will be back at the main account page and the pairing procedure is now complete.



StandUPTV Kit: Troubleshooting Guide





activPAL:

If activPAL falls off thigh:

1. Remove activPAL from the *Hypafix* backing (the cloth tape).

a. The activPAL should still be wrapped in the finger cot and the “water-proofing” layer of the *Tegaderm*.



b. If the second layer of *Tegaderm* will not separate from the first “water-proofing” layer, then just fold it around on the front of the wrapped activPAL. This is the side that faces up when applied.

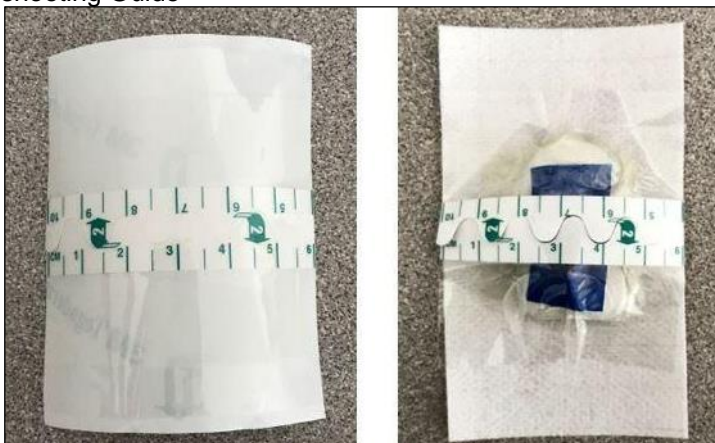


2. Place activPAL on new sheet of *Hypafix* tape



3. Place new sheet of *Tegaderm* over the activPAL on the *Hypafix* tape

a. Remove the *Tegaderm* backing. Then place the sticky side on top of the activPAL. Press around the edges to secure *Tegaderm* to the activPAL.



- b. Remove the pull-apart tabs on the front of the *Tegaderm* and press in the *Tegaderm* to secure the activPAL.

4. Re-apply the activPAL

- a. Make sure to clean the area with an alcohol swab to remove any dirt, lotion, or oils.
- b. Removing the *Hypafix* backing and apply to thigh.



5. GENEActiv

- a. When the GENEActiv is on and recording it will blink. If at any time this stops blinking please notify study staff.