

Troubleshooting

PROBLEM: I can't see my plates in the connection screen in the app...

SOLUTION: First check to see if the app is updated to most recent version. If this doesn't resolve it, ensure location services are turned on for the device, and restart the app

PROBLEM: My app is saving data offline...

SOLUTION: The first step is to check to see if the mobile device is connected to the internet. If you're connected to the internet and still in offline mode, please check for an app update in the Google Play Store.

PROBLEM: There is no data coming in from my left plate...

SOLUTION: Check to see if the inter-plate cable is connected correctly, and then reboot the plates. If the problem persists the cable may be damaged, contact support@hawkindynamics.com!







PROBLEM: My test results are abnormally high/low...

SOLUTION: This could be caused by a bad zero tare. Press the zero button on the plate/or in the mobile app and try again. Contact support if problems persist.

PROBLEM: My plates LED is flashing red...

SOLUTION: This indicates that the plates are in an error state, typically related to the connection between the two plates. Check the connection and see if the LED status changes upon reboot. Otherwise, contact support for assistance.

LED Sequences

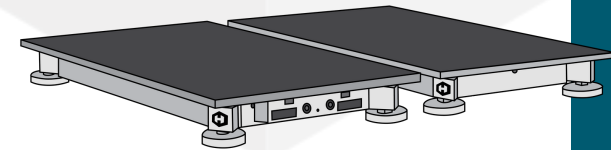
-  Plate boot sequence—takes ~10 seconds to complete after you tap "power" button.
-  Lights holding green, the plates are zeroing — do not touch the plates while this is happening.
-  Three lights alternating indicates that the plates are booted and in pairing mode, ready to accept a connection.
-  Blue indicates that the plates are connected to a device and are in standby, ready to run tests.
-  Flashing Yellow indicates that your plates are in standby mode, but that the battery level is low.
-  Two red flashes means the connection between the two plates is not established. Ensure that your cable is properly clicked-in on each plate.

For questions, technical support, or other matters, please contact support@hawkindynamics.com

HAWKIN

DYNAMICS

QUICK START GUIDE

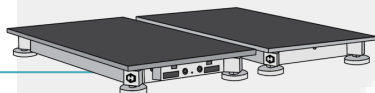


www.hawkindynamics.com/support
support@hawkindynamics.com

The Hawkin Dynamics force plates are portable, wireless, and easy to operate! We want you to have a simple process in setting up your plates. Following these easy guidelines will ensure you collect the highest quality data possible

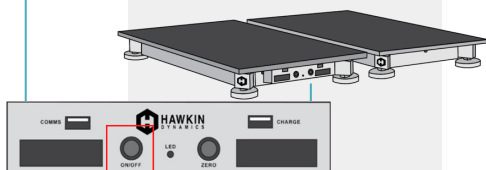
Key Components

ADJUSTABLE FEET



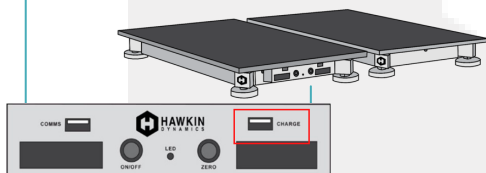
Twist counter clockwise to loosen the foot, and twist clockwise to tighten the foot. **NOTE:** Only one foot on the front of each plate is adjustable.)

TURN THE PLATE ON/OFF



Turn the plates on by pressing the **ON/OFF** button on the control panel. The LED will blink in the boot sequence.

CHARGING THE PLATES



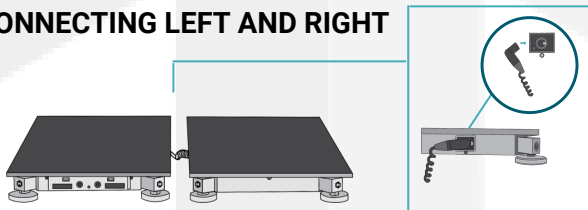
To charge the internal battery on your plate, plug in the included USB port labeled, "**charge**" and plug the other end into an outlet.

NOTE: The only way to know if your plate is charging it by connecting them to the mobile app - the app will include the charging status on the home page

Setting up the Plate

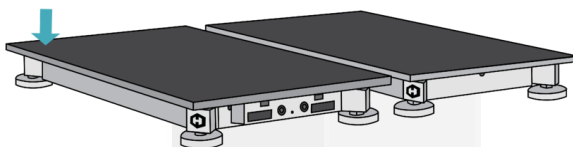
Follow these simple instructions to get started, and reference the LED indicator to understand what is happening with your force plates. (See LED Sequence key)

CONNECTING LEFT AND RIGHT



Connect your plates by aligning the cable with the receptacle on each plate, and press in until you hear a "**click**". To disconnect the cable, press the silver "**push**" button on the receptacle and gently remove the cable

SPACING AND LEVELING



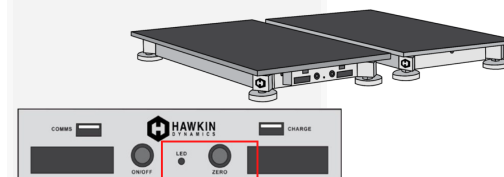
The space between your plates can be as close as possible or as far as possible. **NOTE:** Exercise caution when spreading the plates out as to not strain the inter-plate cable.

Make sure your force plates are as level as possible. Press down on each corner to ensure the plates do not wobble and that all four feet are solidly touching the ground. If you need to make adjustments, there is an adjustable foot on the front of each plate.

Connecting

Power on your force plate by pressing the "ON/OFF" button once. The force plates will boot, zero, and then enter into "pairing mode"

If you re-position your force plates even slightly after booting, you should zero the plate by pressing the "**zero**" button once. After pressing the zero button, the LED indicator light will phase **green** - do not put any weight on the plates while the LED is solid green.



- Once the plates have finished booting, zeroing, and have entered pairing mode, you are ready to connect! It is essential to wait for the plates to enter pairing mode before attempting to connect.
- Once your plate is in pairing mode open the Hawkin mobile app and select the correct plate listed on the home page. Wait for the connection to be established. **NOTE:** This page will allow you to disconnect, zero, show battery level, battery status, and the controller version.
- Close the connection page and then select/create an athlete to begin testing.