



SmartSeat

Bluetooth Troubleshooting Guide

SmartSeat Bluetooth Guide

Having trouble connecting your SmartSeat via Bluetooth? Follow these steps to troubleshoot and resolve common Bluetooth connection issues.

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Initial Bluetooth Connection:

Bluetooth is used to initially set up your SmartSeat. After setup, the seat connects to Casana's Cloud using your Wi-Fi network.

If the Seat Doesn't Show Up via Bluetooth:

If your SmartSeat doesn't appear as an available device in the Bluetooth menu, there are a few general steps you can take that may help:

1. **Move Closer:** Ensure your device (iPhone or iPad) is close to the SmartSeat.
2. **Check Bluetooth:** Verify that Bluetooth is enabled on your device.
3. **Restart your Smartphone:** Sometimes, a simple restart can fix a phone's connectivity issues.
4. **Restart your SmartSeat:** Press the small button located between the hinges of your seat to restart your SmartSeat.
5. **Contact Support:** If these steps don't work, reach out to Casana's Support team for assistance.



If the Seat Shows Up but Can't Connect:

- Refreshing Connection:
 - **Refresh Browser:** Sometimes, refreshing the web page can help re-establish the connection.
 - **Restart your SmartSeat:** Press the small button placed between the hinges of your seat to restart your SmartSeat.
 - **Contact Support:** If the seat still doesn't connect, get in touch with Casana's Support team for further guidance.

Additional Tips:

- Always make sure your SmartSeat and the device you're using for setup are within a close range for optimal Bluetooth connectivity.
- Turning the Bluetooth off and on again on your iPhone or iPad can sometimes help.
- Ensure no other devices are interfering with the Bluetooth connection.

If you continue to experience issues, don't hesitate to contact our support team at Casana. We're here to ensure your setup process is smooth and trouble-free.



Bluetooth FAQs

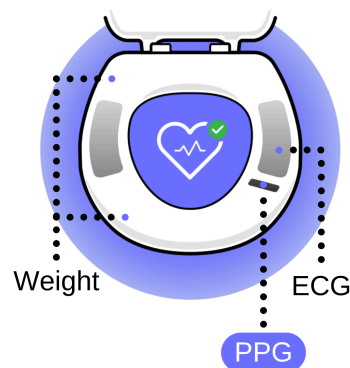
How does the button work?

Pressing the button on your SmartSeat restarts the seat. This turns on the Bluetooth so you can connect to your seat. The Bluetooth in the seat will turn off after 4 hours to preserve battery life.

If you need to reconnect to your seat via Bluetooth at any time, press the button on the SmartSeat to turn the seat's Bluetooth back on.

I don't feel my button "clicking"? How do I know it's working?

The button 'click' is very slight, so it's possible you will not always feel it. The best way to determine if the button is working is to look for the flashing red light of the PPG (seen below).



I pressed the button several times but nothing happened.

After pressing the button, give the seat around six seconds before pressing it again. The SmartSeat will only reset after you have released the button.

The PPG (red light) doesn't turn on.

Try resetting your SmartSeat by pressing the button near the hinges. If the PPG does not flash the red light after a few seconds, please contact the Casana Support Team at support@casanacare.com.

The PPG (red light) won't turn off.

If your PPG has not stopped emitting the red light please try resetting your SmartSeat by pressing the button near the hinges. If this does not fix your issue, consider contacting the Casana Support Team at support@casanacare.com. In the meantime, removing the battery will turn off your SmartSeat.

Is it a camera?

It is not a camera. Casana values your privacy and will never incorporate recording or photographic devices into our SmartSeat products. The design



strictly adheres to protecting the personal and intimate nature of the space it is used in, ensuring a focus on health data collection through non-invasive sensors only.

Is it normal that the red light stays on for a few seconds after I stand up from the seat?

Yes, that is perfectly normal. It simply means that your SmartSeat was still measuring your blood oxygenation when you stood up.

What's that black box in my seat?

That's the PPG sensor. It measures your blood oxygenation.