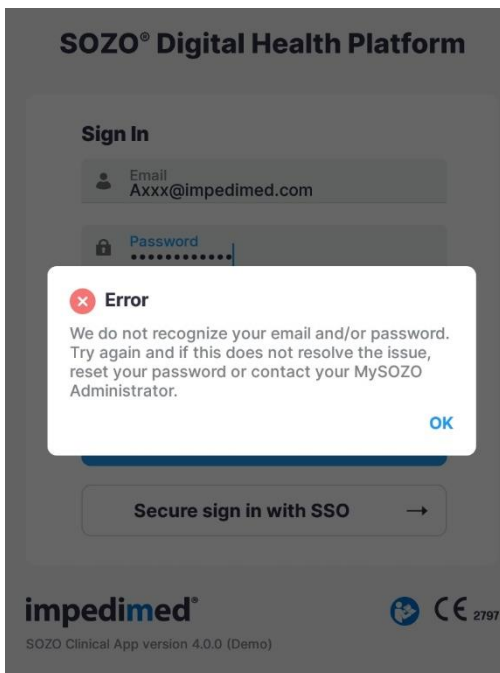


INTRODUCTION:

With the introduction of mySOZO.com and SOZOapp v4.0.0, a bug has been found where the user cannot sign in if they enter an email address with capital letters. This is applicable to the Android version of the SOZOapp, (SFT-013, SFT-027).

ISSUE DESCRIPTION:

When attempting to sign in, if an upper case is used with the Android SOZOapp, the following error message is shown. This is confusing to the user because the message does not specify that the capital letter is at fault. MySOZO.com and the iOS SOZOapp allow for capital letters in the email address.



RESOLUTION:

Do not use **Upper case letters** when entering your email address to Sign In/Login on Android SOZOapp.

AFFECTED PRODUCTS:

- | | | |
|--|---|--------------------------------|
| <input checked="" type="checkbox"/> SOZO | <input checked="" type="checkbox"/> Software Version: 4.0.0 | <input type="checkbox"/> U400 |
| <input type="checkbox"/> SFB7 | <input type="checkbox"/> Electrodes (gel backed) | <input type="checkbox"/> Other |

INSTRUCTIONS:

Enter the email address during login with all lowercase letters.

CONTACT INFORMATION:

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