

INTRODUCTION:

If SOZOapp (SFT-013, SFT-027, SFT-033 and SFT-034) is opened prior to a stable internet connection been established, a certificate error message is shown. This error message can also be shown if the user has tried to log into SOZOapp before a stable internet connection has been established.

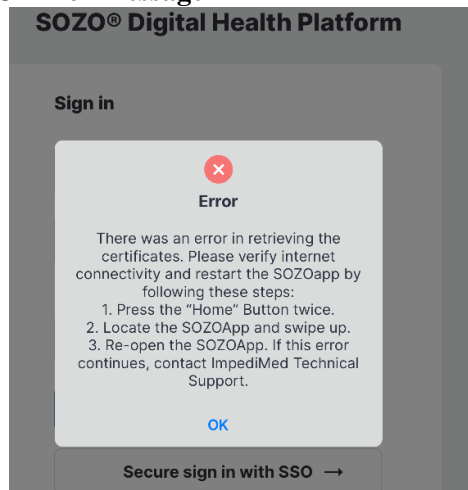
ISSUE DESCRIPTION:

Once the “error in retrieving the certificates” message is shown, establishing a stable internet connection will still result in the same error message. This is because once the Samsung Tablet or Apple iPad is powered on, SOZOapp only checks for the Certificate when it is opened for the first time. SOZOapp will have to be force closed and then reopened before the user will be able to log into SOZOapp.

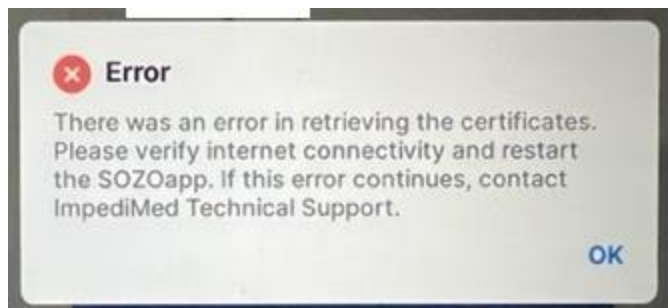
It is possible that once Samsung Tablet or Apple iPad is powered on, it can take 2-3 minutes for a stable internet connection to be established. If SOZOapp is opened during this time, the error message will be triggered and be maintained until SOZOapp is forced closed and reopened.

This error message can also be seen when the Samsung Tablet or Apple iPad is asleep, as the Network connection may also be put to sleep. If SOZOapp is opened before a stable internet connection is established, the error message will be triggered and be maintained until SOZOapp is forced closed and reopened.

iOS Error message



Android Error message



RESOLUTION:

For Apple iPad:

Force Close the SOZOapp

1. Press the Home button twice
2. Locate the SOZOapp Window
3. Swipe Up on the SOZOapp

Reopen SOZOapp

For Samsung Tablet:

Force Close the SOZOapp

1. Press the Resents button on the side of the tablet (the symbol on the left of the Home button)
2. Select “Close All”

Reopen SOZOapp

If a “Connectivity Error” message appears after the steps above, navigate to Chrome app (Samsung Tablet) or Safari Browser (Apple iPad) and try and log into MySOZO.com. If a connectivity error is seen, it is likely that the Samsung Tablet or Apple iPad does not have an internet connection, even if it is connected to Wi-Fi.

AFFECTED PRODUCTS:

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|---|--|--------------------------------|
| <input checked="" type="checkbox"/> SOZO Analyzer | <input checked="" type="checkbox"/> Software Version: 4.x | <input type="checkbox"/> U400 |
| <input type="checkbox"/> SFB7 | <input type="checkbox"/> Electrodes (gel backed) | <input type="checkbox"/> Other |

CONTACT INFORMATION:

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