

APP RESTART



If you are experiencing a problem with the Ortesi Foot & Ankle App, or the 3D Sensor is not being detected by the Ortesi Foot & Ankle App, and simply clicking the Home button doesn't do the job... try to fully shut down (force-quit) the App and re-open it again.

HOW TO FORCE-QUIT THE ORTESI FOOT & ANKLE APP

- 1) Open the multitasking and control screen by double-clicking the home button at the bottom of the iPad. This is the round physical button just below the iPad's display.
- 2) A screen will appear with a reduced view of the Ortesi Foot & Ankle App.
- 3) Hold your finger on the reduced view of the Ortesi Foot & Ankle App and then slide your finger to the top of the iPad without ever lifting your finger from the iPad's display. This gesture will force-quit the Ortesi Foot & Ankle App.
- 4) To quit the app, you must drag the reduced view of the Ortesi Foot & Ankle App, not the app's icon that sits in the bottom dock of the home screen.

WHAT IF CLOSING THE APP DOESN'T RESOLVE THE PROBLEM?

The next step after force-quitting the Ortesi Foot & Ankle App is rebooting the iPad. When you press the sleep/wake button at the top of the iPad, the iPad simply goes to sleep.

To properly reboot the iPad, hold the sleep/wake button down for several seconds until you see the instruction "slide to power off". Follow this instruction and wait until the iPad's display goes completely dark before momentarily pressing the sleep/wake button again to power the iPad back on.

- **THE SLEEP/WAKE BUTTON AT THE TOP OF THE IPAD IS COVERED BY THE 3D SENSOR BRACKET.**
- **THE 3D SENSOR BRACKET ALLOWS FOR THIS BY PROVIDING A RAISED BUTTON THAT INTERN DEPRESSES THE IPAD SLEEP/WAKE BUTTON.**
- **THERE IS NO NEED TO REMOVE THE 3D SENSOR BRACKET.**

Need more help? Contact us on 1300 535 645 or contactus@ortesi.com.au

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