

Contents

[Contents](#)

[Basic problem-solving routine](#)

[Sooma App does not find the stimulator](#)

[Sooma App is stuck at 'device waiting for configuration'](#)

[Difficulty getting good contact](#)

[Preparation troubleshooting](#)

[Head Cap Sizing](#)

[Electrode Care and Lifetime Issues](#)

[Cable Issues](#)

[The Orange Ring Light Remains Fully Lit](#)

[Additional Troubleshooting Tips](#)

[Reference for the device indicators](#)

[Performing a factory reset](#)

Basic problem-solving routine

- Power off stimulator
- Quit app
- Restart the app
- Power on the stimulator
- Connect to the stimulator

Sooma App does not find the stimulator

Possible Causes:

- Bluetooth and location permissions are not enabled.

Solution:

1. Ensure that the stimulator has been powered on and it is not connected to another Bluetooth device (Bluetooth icon is NOT lit)
2. Make sure your phone's Bluetooth and location services are turned on.
3. Verify that the app has permission to access Bluetooth and location.
 - a. iOS users: <https://support.apple.com/en-us/102267>
 - b. Android users: [Change app permissions on your Android phone - Android Help \(google.com\)](#) (Note that permissions may differ depending on Android version)
4. If permissions were accidentally denied or you are unable to adjust permissions, uninstall and reinstall the app to re-trigger permission requests.

Sooma App is stuck at 'device waiting for configuration'

1. Open the Profile page in the Sooma App.
2. Press the Bluetooth icon to disconnect the stimulator from the app.
3. Reconnect the stimulator.

4. If the issue persists, restart both the app and the stimulator.

Difficulty getting good contact

Possible Causes:

- Worn or damaged accessories such as electrodes or cables.

Solution:

1. Try using a different cable or new electrodes to ensure proper contact.
2. Refer to the troubleshooting tips below (head cap sizing, electrode care, etc.).

Preparation troubleshooting

- Ensure you are using 0.9% NaCl and a new pair of ComfoPads
- Use at least 10 ml of saline, but not more than 15 ml - The pad structure may start to break if too much saline is used
- Wait for several minutes to let electrolytes soak the hair
- Ensure that the head cap is small enough to provide pressure to the electrodes
- Ensure that the user has not applied hair or skin products to the electrode area that could block the connection
- Most wigs will block the connection

Head Cap Sizing

- Pick the smallest size that fits.
- For women, start with size S; for men, start with size M.
- If there is loose fabric between electrodes, the cap is too large.

Electrode Care and Lifetime Issues

- Most users tend to use electrodes for too long, reducing conductivity.
- Discoloration or rust on electrodes is normal, but inspect the electrode's metal snub; if it feels loose, the electrode is damaged and may lead to poor connection.

Cable Issues

- If the electrode LED blinks, the cable is not correctly connected.
- Move or bend the cable carefully during the contact check to detect structural issues.
- Electric shock-like sensations may indicate cable damage.

The Orange Ring Light Remains Fully Lit

Use the app to get more information about contact quality.

Check the electrode LED status:

1. If the LED is not orange, no treatment is available in the device. Connect with the Sooma App to download the subsequent treatment.
2. If the orange light is blinking, the cable is not detected. Follow the additional tips below.
3. If the orange light is stable, the cable is detected, but contact is poor. Continue to the next steps.

Solution:

1. Gently press the electrodes against the head to improve contact.
 - If the orange light start to decrease, the equipment has no fault, but the electrodes may be worn out.
2. Remove the head cap and place the electrodes together if the light does not decrease. This should lead the orange light turning to green.
3. If the orange light remains, replace the accessories or check their conductivity with a multimeter.

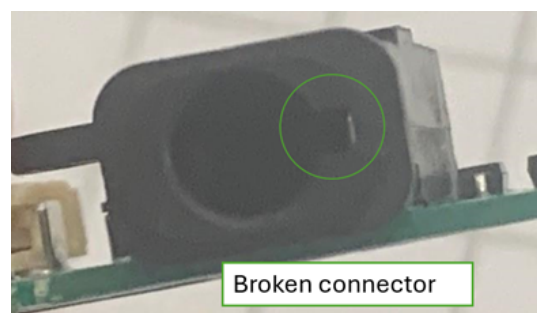
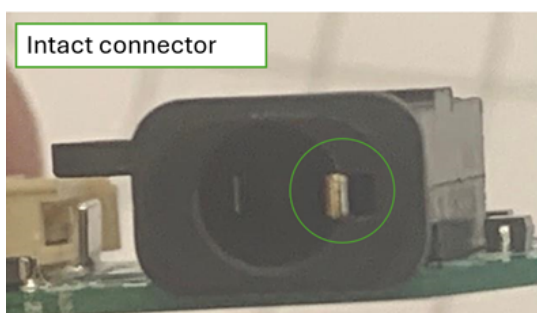
Additional Troubleshooting Tips

1. Check the Electrode Cable Connection

- Ensure the cable is fully inserted into the connector. Dirt in the connector may block the cable. If necessary, power off the stimulator and use a needle or small tool to clean the connector.

2. Check Electrode Connector Integrity

- Verify that the conductive plate inside the connector is still in place. If it is damaged, return the stimulator for service.



Reference for the device indicators



In case all the lights show red / magenta, the device has detected an internal error. Perform a factory reset to the device. In case that does not resolve the error, contact your Sooma representative to replace the device.

Performing a factory reset

1. Use a needle or pen tip to press the factory reset button for 3 seconds.
2. When the top 3 icons turn magenta, release the button.
3. The factory reset button is located inside a small hole above the electrode connector.
4. After the reset, reconnect the stimulator to the Sooma App to download new settings.