

Skinetic Hub - v1.0.0

User Guide

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1. Introduction

This user guide is designed to help you effectively manage and configure your Skinetic devices through our software.

Skinetic Hub allows you to update the firmware of your Skinetic device and to configure the network settings for a Wi-Fi connection.

2. Getting Started

System Requirements

Before installing **Skinetic Hub**, ensure your system meets the following requirements:

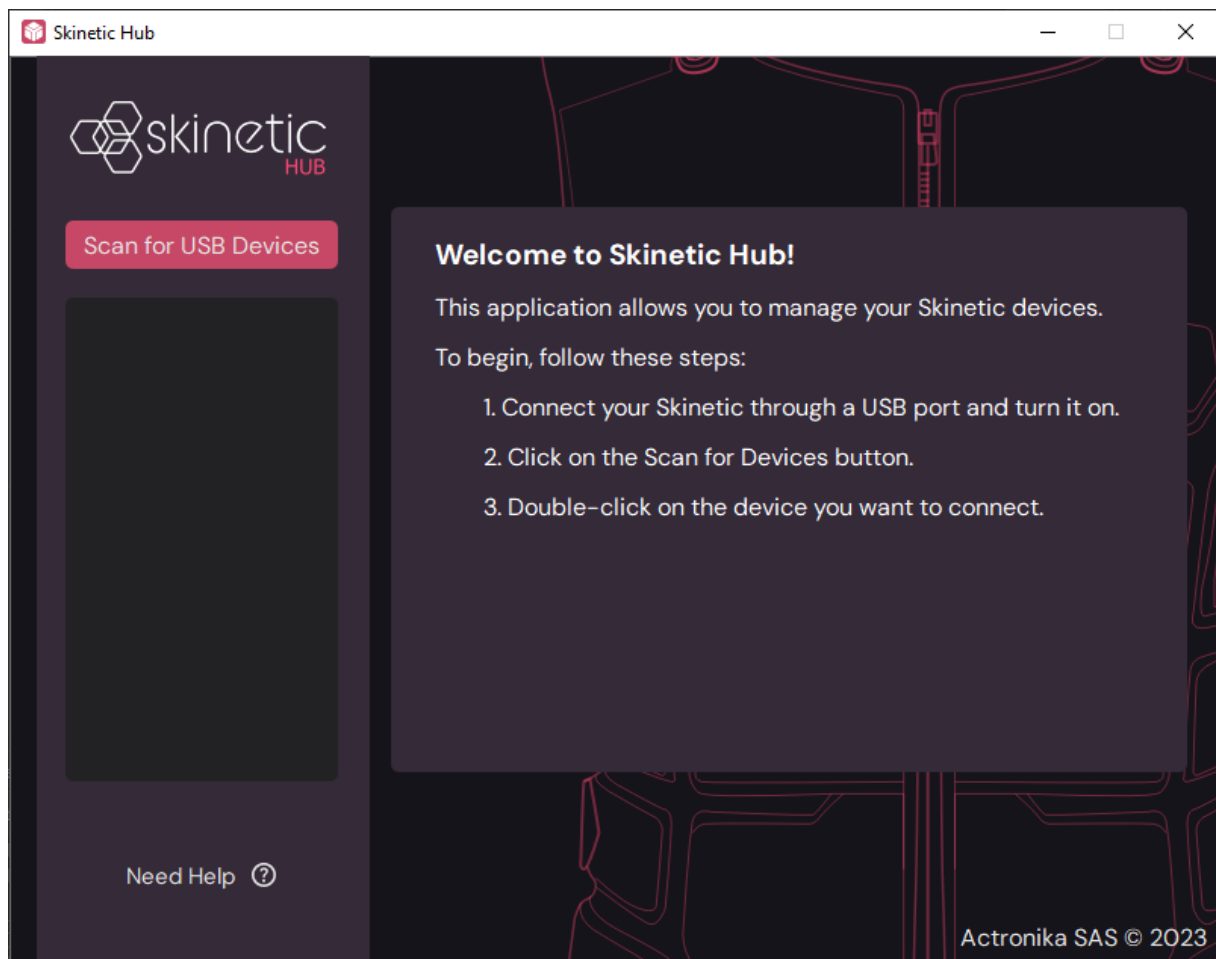
- **Operating System:** Windows 10 or later
- **Storage:** 100MB available space

Installation

Follow these steps to install **Skinetic Hub**:

1. Download the **Skinetic Hub installer** from [our official website](#).
2. Run the installer and follow the on-screen instructions to complete the installation.

3. Using Skinetic Hub



Device connection

Starting the Device

To begin the process of connecting your Skinetic device to **Skinetic Hub**, follow these steps:

1. **Power up your device:** Use the USB-C charging port to connect a battery or power adapter.
2. **Power On the Device:** Press and hold the power button for a few seconds until the device powers up.
3. **Connect to Computer:** Use a USB-C cable to connect the Skinetic device to your computer.

Scanning for Devices

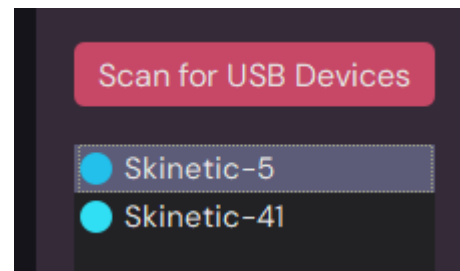
After ensuring at least one Skinetic device is connected to your computer, follow these steps to scan for available devices in **Skinetic Hub**:

1. Launch **Skinetic Hub** on your computer.
2. Look for and click on the "**Scan for USB Devices**" button within the software's user interface. This action prompts **Skinetic Hub** to search for available devices through USB connection.
3. Wait for the scanning process to complete. Detected Skinetic devices will be listed in the user interface.

Connecting to a Device

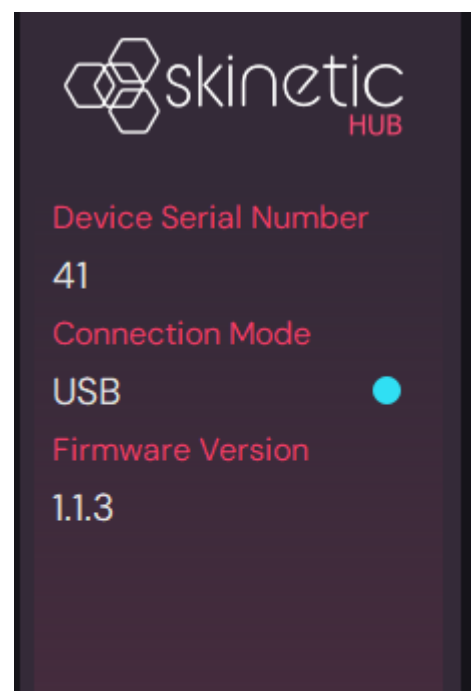
Once the scan is complete and the available devices are listed, follow these steps to connect to a specific Skinetic device:

1. From the list of scanned devices displayed in **Skinetic Hub**, **double-click** on the desired device.
2. **Skinetic Hub** will establish the connection with the selected device, allowing you to manage and configure it accordingly.



Once connected, It will proceed to:

1. **Display device information** such as Serial Number, Firmware version and type of connection.
2. **Fetch the Latest Firmware: Skinetic Hub** will retrieve the latest available firmware.
3. **Compare Firmware Versions:** It will compare the fetched firmware version to the one installed on the device.
4. If the available firmware version is greater than the version on the connected device, a "**Install Update**" button will appear within the software (refer to the [Firmware Update section](#)).
5. If the device's firmware version is 1.2.0 or later, the **Network Options Panel** will



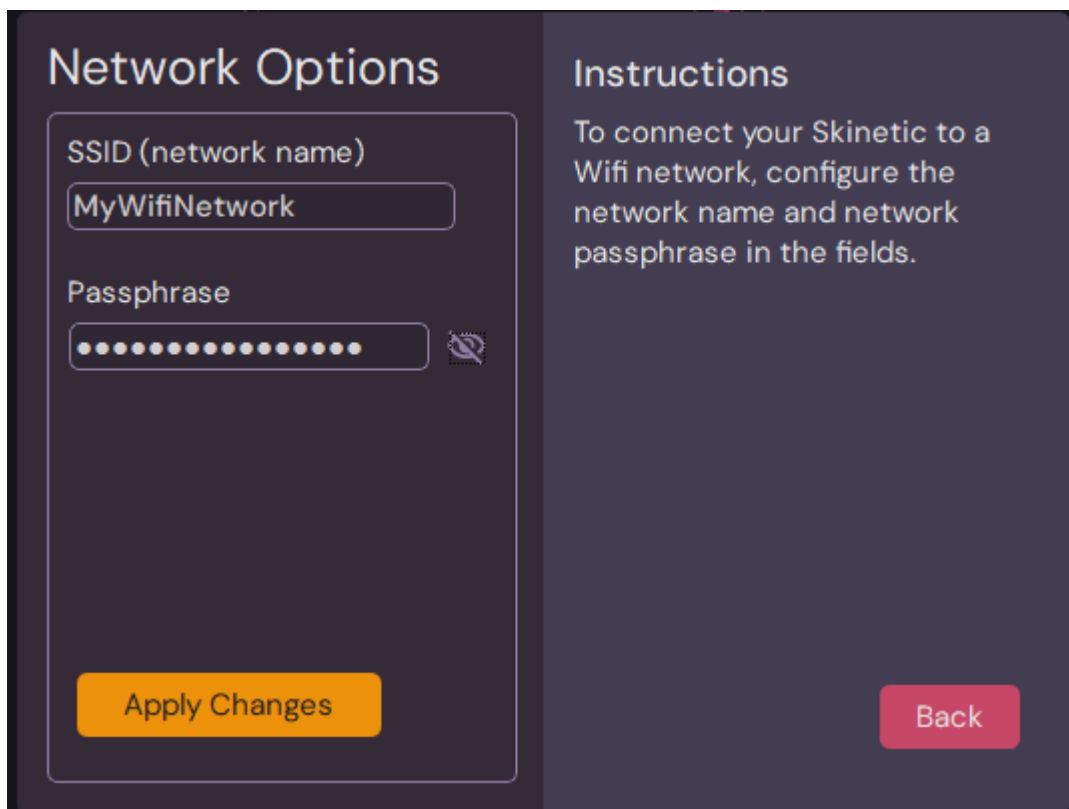
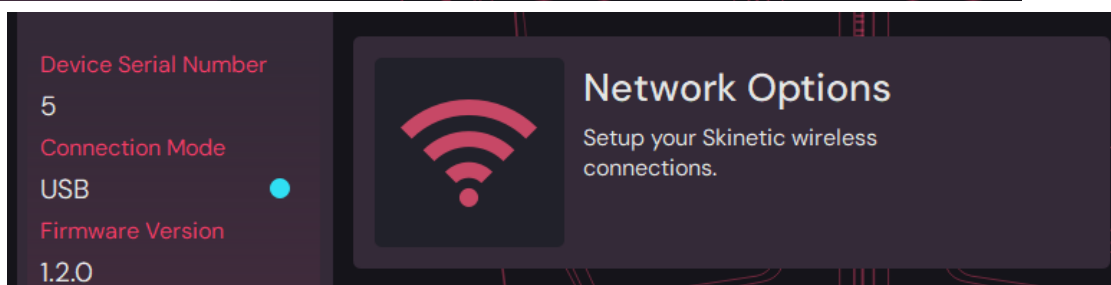
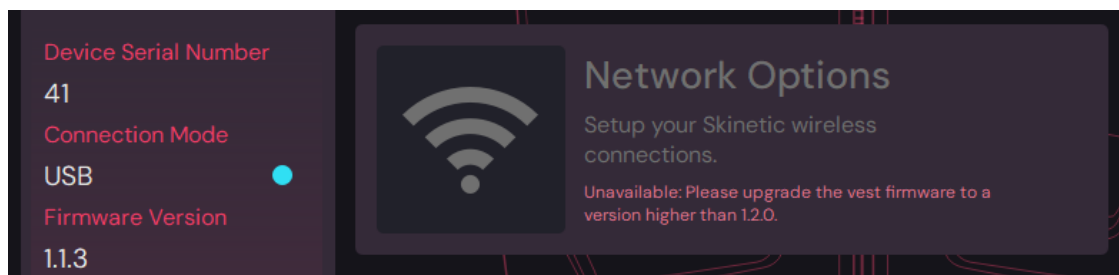
become accessible within **Skinetic Hub** (refer to the [Network Configuration section](#)).

Make sure the device remains powered on throughout the entire process. In case of connection issues, ensure the USB-C cable is securely connected and that the left LED is solid cyan to indicate that it is on and connected via USB.

Network Configuration

To use Skinetic over Wi-Fi, you need to configure the network to which your device is connected. This network must be the same as that of the transmitting device.

If the connected device's firmware is version 1.2.0 or later, the **Network Options Panel** will become accessible.



To configure network settings for your Skinetic device:

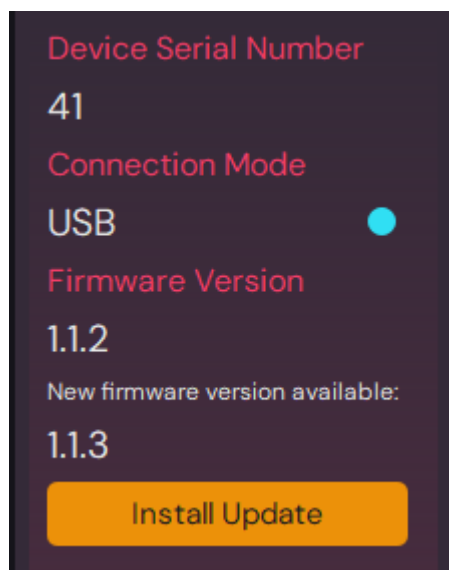
- Open the **Network Option** panel and modify the necessary parameters:
 - SSID (network name)
 - Passphrase
- Apply the changes to update the device's network settings.

Once applied, your Skinetic device should be able to connect via Wifi.

Ensure that the device remains powered and connected throughout the configuration process.

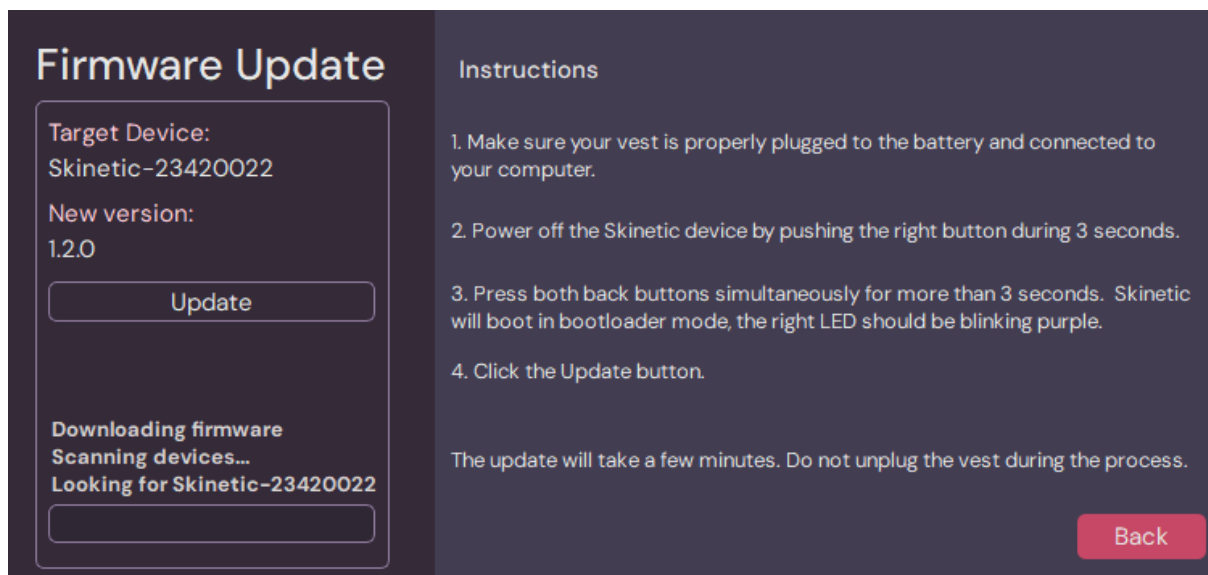
Firmware Update

If a firmware update is available for your connected device, an update button is displayed.



To update the firmware of your Skinetic device:

- Connect the device to your computer using the provided USB cable.
- In **Skinetic Hub**, select the connected device from the list.
- Click on the **Install Update** option to open the update panel



Once the update panel is open, follow these steps to start the update procedure:

Preparing the Skinetic Device

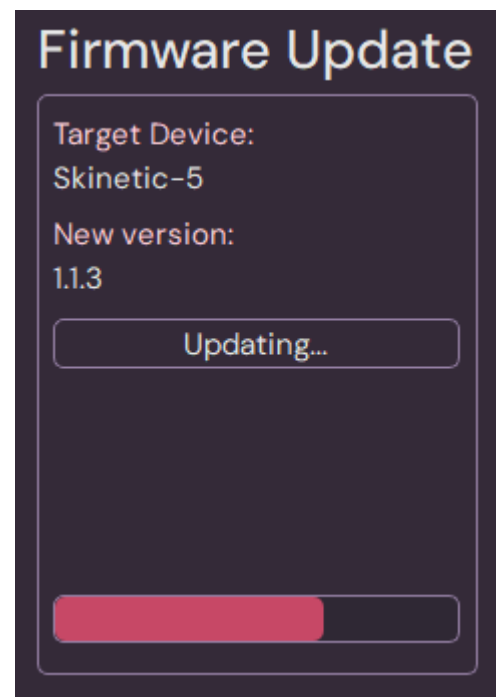
1. **Shutdown the Skinetic Device:** Power off the Skinetic device completely by pushing the power button for 3 seconds.
2. **Activate Update Mode:**
 - Press and hold both buttons on the vest for more than 3 seconds.
 - The device indicator will start blinking purple, indicating that it is now in update mode.

Initiating the Firmware Update in Skinetic Hub

3. **Skinetic Hub** will automatically detect the update mode on the previously connected device, triggering the following actions:
 - **Reconnection: Skinetic Hub** will reconnect to the vest automatically.
 - **Update Button Activation:** The **Update** button will become available within **Skinetic Hub**.

Performing the Firmware Update

4. Click the **Update** button to start the firmware update process.
5. **Update Progress:** The progress bar indicates that the update is ongoing.
6. The update will take a few minutes. Ensure a stable connection between **Skinetic Hub** and the Skinetic device throughout the process.
7. **Update Completion:** Once successfully updated, the message "*Firmware successfully updated*" will appear and the UI will allow you to return to the main window.
8. **Power Off the Vest:** You can now safely power off the Skinetic device.



Remember, it's crucial to follow the specified button procedure to activate the update mode successfully. If you encounter any issues during the update, refer to the troubleshooting section in this guide or reach out to our support team for assistance.

Please note that this update will reset the network settings and registries of devices with which the vest has been paired using Bluetooth. You will need to reconfigure the network settings and pair Skinetic with your devices (computer, VR headset, etc.) again. This process may require you to unpair first.

4. Troubleshooting

Common Issues

Skinetic Device Not Detected:

- **Issue:** **Skinetic Hub** is unable to detect your device.
- **Solution:**
 - Ensure the device is powered on and plugged.
 - Verify the USB-C cable connection between the device and the computer.
 - Check that the device is recognised by your computer (shown in the audio output list).
 - Restart **Skinetic Hub** and try scanning for devices again.

Connection Issues During Firmware Update:

- **Issue:** Connection interrupted during the firmware update process.
- **Solution:**
 - **Do not** close **Skinetic Hub** or return to the main panel.
 - Confirm that the device is still connected to the computer.
 - Ensure the LED is blinking purple. If not, re-enter update mode on the vest by pressing both buttons for more than 3 seconds.
 - Once available, click on "**Restart Update**" within **Skinetic Hub**.
- **Important:** If the window is closed or returns to the main panel after a disconnection during the update, the vest will not be updatable within **Skinetic Hub** again. If this happens, please contact us for further assistance.

Update Button Not Activated:

- **Issue:** The "Update" button is not activated in the Firmware Update.
- **Solution:**
 - Confirm that the Skinetic device is in update mode (blinking purple) before initiating the update.
 - Double-check the connection between your computer and the device.

FAQs

Common questions answered:

How Often Should I Update the Firmware?

- **Answer:** We recommend checking for firmware updates periodically. Major updates may include new features and improvements, enhancing your device's performance.

Can I Use Skinetic Hub on Multiple Devices?

- **Answer:** No, **Skinetic Hub** can scan and see multiple devices, however, it is designed to manage one device's settings and connection at a time.

Why Is the Network Configuration Panel Unavailable?

- **Answer:** The Network Configuration Panel is only available for devices with firmware version 1.2.0 or later. Ensure your device is updated to the latest firmware to access this feature.

The Firmware Update Takes a Long Time. Is This Normal?

- **Answer:** Yes, it is normal for the firmware update process to take between 5 to 15 minutes. Ensure a stable connection between **Skinetic Hub** and the device, and allow sufficient time for the process to complete. If the update duration exceeds this timeframe or if issues persist, contact support for assistance.

5. Support and Resources

Contact Information

For further assistance, please contact our support team using the [bug tracking and support form on our website](#).

Community Forums

Join discussions and get additional support from other users on the [Skinetic Discord server](#).