

## FAQ's - 3M™ Fall Protection Configurator Mobile App

Do I have to be connected to the internet to use this app?

- The app does not require internet or cellular data to operate. However, you will not be able to share/email your configurations without a connection.
- To download the latest updates to the app, you do need to be connected to the internet or cellular data.

I was prompted to update the app, what does this mean?

- These updates are due to changes in the product database that manages the app, for example, product descriptions. Please update to have the latest product information at your fingertips.

What devices are compatible with this app?

- Currently, this app is compatible on Apple™ devices with iOS version 13 or higher including ARKit support and Android™ devices with OS Nougat (7.0) and ARCore support.

---

**What does 'select' a product certification mean?**

- Selecting a product certification will filter and display only the products that are generally accepted where the selected certification is required. This makes it easy for the user to navigate the wide variety of product variations specific to regions.
- **Important:** This selection does not guarantee that the products displayed within are certified to the chosen standard. Please consult the IFU (instructions for use) prior to purchase to ensure that the products' certifications are acceptable.

**Why don't I see my language?**

- English is the default language for this application. More languages will be available in the future as needed and can be adjusted within the 'Settings' menu.

**Can I change from metric to imperial units?**

- Yes, click 'Select Measure' within the settings menu to adjust as needed.

### **Why does my configuration look too small or too large when I virtually ‘place’ it in my desired location?**

- An incorrect surface scan can result in a product being too far above or below the ground giving the illusion that it is too small or too large. To resolve, utilize the ‘re-scan’ functionality (show image) and re-scan the surface (ground) you are attempting to place the product. If the problem persists, restart the app and try again.
- Flat surfaces are ideal for scanning. Note, not all surfaces are compatible with this technology (ie. Thick grass, snow, ice). If scaling issues cannot be resolved a different surface must be selected.

### **Why is my configuration not being placed on the ground and floating mid-air?**

- This is due to an incorrect surface scan. Click “re-do” and try again.
- Flat surfaces are ideal for scanning. Note, not all surfaces are compatible with this technology (i.e. thick grass, snow, ice).

### **Which points of the models can be adjusted?**

- Currently only davit head adjustments and Flexiguard height adjustments are allowed.
- 

### **What does ‘selecting the working area’ icon do? What does the green area mean?**

- Selecting the “cone shaped” Working Area Icon (see picture) displays the estimated total allowable safe working coverage area of the fall protection system in green. You must consult the IFU for the selected product(s) to determine actual total allowable safe working area and cannot rely on app for this determination.
- 

### **How do I share my configuration results?**

- From the Summary Screen, click the share icon on the bottom left of the page and enter email addresses, revise subject line and body of email as necessary.

### **Can I customize my product summary?**

- Yes, utilize the share feature to compose an email and manually customize text or quantities as needed.

### **How can I purchase my configuration?**

- We recommend you share your configuration results from the Summary Screen with your 3M sales rep or 3M Customer Service at [3mfallprotection-ca@mmm.com](mailto:3mfallprotection-ca@mmm.com).