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# *connectgo* FAQ.

**What is *connectgo* and who is it for?**
***connectgo*** by Ottobock is the new and improved version of the Ottobock Cockpit app – the end-user app for Ottobock prostheses.
The redesigned app offers a modern look and improved functionality. It's designed for end-users of Ottobock's microprocessor prosthetic devices, allowing them to easily adjust settings via smartphone to match their individual needs in everyday life.

**Which products can be connected to the *connectgo* app?**
***connectgo*** supports the following products:
- Genium, Genium X3, Genium X4
- C-Leg
- Kenevo
- Meridium

Other Ottobock products and additional features will be added through regular app updates.

**What functionalities does *connectgo* offer?**
***connectgo*** is the successor of the Cockpit app.
It includes all the familiar features users know and trust, plus many enhancements.
Connecting to a device is now easier, with no need for component registration. Switching between basic mode and personalized MyModes no longer requires confirmation, making handling even more convenient.
Users can continue to fine-tune settings, view component information and toggle functions on or off.
Now, all settings are accompanied by helpful explanations to support ease of use.
An integrated troubleshooting section and FAQ provide additional guidance, and activity statistics are retained even when switching to a new smartphone.

**Which Android and iOS versions are compatible with the app?**
The minimum requirements are Android 12 and iOS 17.

**Does *connectgo* work on smartphones and tablets?**
***connectgo*** is optimized for smartphones and it also works on tablets. The app is not yet available as an application for smartwatches.

**How do I get started?**
1) Download the app ***connectgo*** by Ottobock from Apple App Store or Google Play and install it on your smartphone.
2) Open the app.
3) Find the 4-digit Bluetooth-PIN which is provided on the Bluetooth-PIN card of the component. If you can't find your Bluetooth-PIN, contact your CPO.
4) Follow the connection instructions in the app.

**What do I get when signing up for an Ottobock ID?**
Ottobock Customer Service can provide Bluetooth-PIN numbers to the CPO as needed. Please contact:
**US**: UScustomerservice@ottobock.com
**CA**: CAcustomerservice@ottobock.com

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**Why should anyone use the activity data in the *connectgo* app to count steps when we all have step counters in our phones?**

Step counter wrist bands and step counter apps on smart phones do not measure actual steps. They measure the movement of the body and try to calculate back to the number of steps.
The prosthesis, however, is counting actual steps with swing phase initiation, as it is actively involved in the gait cycle. Furthermore the prosthesis can capture a lot of data impossible to measure for step counters, like stair steps, time standing, MyMode usage or how much time the prosthesis is worn.

**Do you collect data? What is the collected data used for?**

When using Ottobock ID, we collect personal data.
This data is used to improve our products and services, which helps us develop better solutions and features, so end-users benefit directly from sharing their data with us. Without using Ottobock ID, we collect only non-personal data.
We fully comply with regulations like the European Union's strict General Data Protection Regulation (GDPR) as well as known regional regulations such as US Federal privacy regulations.

**Is my component also compatible with Apple devices?**

Only prostheses labeled DUAL or DUAL LE can be connected to iOS devices.

**I am both end-user and CPO. Do I need two Ottobock IDs?**

There is only one type of Ottobock ID account for professionals and users. You can use it for both professional and end-user apps.

**I can not connect to my prosthesis. What do I do?**

***connectgo*** offers in-app guidance and FAQs in case of connection problems. Please follow those tips.
If your connection problem prevails, please contact your CPO.
If you are a CPO, please contact Ottobock Customer Service for support, including retrieval of Bluetooth PIN #s.

**How can I get the most accurate measurement of my daily activities?**

Open the app ***connectgo*** at least twice per day, to achieve connection to your device: Once directly with the first steps of the day, and again before the last steps of the day. This means usually once in the morning after getting up, and again before going to bed.

**Why do i have to enter my country of residence after installing the *connectgo* app?**

The functionality of ***connectgo*** depends on the market, that's why we are asking about your country of residence. The country of residence is stored only locally on your phone; it is not transferred to Ottobock or 3rd parties.

**How can a user change the country of residence in the *connectgo* app?**

If you have not yet registered an Ottobock ID and want to change your country of residence, the selection can simply be updated by uninstalling and re-installing the app and selecting the new country of residence. If you already have a Ottobock ID, please contact myottobock@ottobock.com.

**Why do I have to agree to new consents when switching from Cockpit app to *connectgo*?**

We've updated our terms of use, privacy notices and other consent pages to make them easier to understand and be even more transparent about data privacy. While the texts and the layout is new, the processing of the user data has not changed, since we already follow the strict regulations of the EU GDPR and other relevant national regulations.

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