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CE

connectgo 560X34-1=*

EN Instructions for use (user) 3

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1 Foreword

INFORMATION

Date of last update: 2026-04-28

- ► Please read this document carefully before using the product and observe the safety notices.
- ► Consult the qualified personnel for instructions regarding the safe use of the product.
- ► Please contact the qualified personnel if you have questions about the product or in case of problems.
- ► Report any serious incident related to the product, in particular any deterioration of health, to the qualified personnel and the competent authority in your country.

The 560X34-1=* connectgo user app is referred to as the user app/product in the following document.

These instructions for use are available online in additional languages or can be ordered as a printed copy free of charge at the e-mail address order-ifu@ottobock.com.

Document: 647H1813 **Version**: 01

Download: https://product-documents.ottobock.com/IFU/INT/560X34-1/647H1813/01/O/S/F

2 Product description

The connectgo user app makes it possible to switch from basic mode to the pre-configured MyModes. In addition, information about the component (step counter, charge level of the battery, etc.) can be retrieved.

The everyday component behaviour can be changed to a certain extent using the app. Any changes made using the app are displayed in the adjustment app or adjustment software used by the qualified personnel.

3 Safety-related information

CAUTION!

Risk of falling due to unexpected behaviour of the component

- ► Ensure the mobile device running the app is protected against unauthorised access.
- ► Do not install the app on mobile devices where security features/usage restrictions have been bypassed (jailbreak (iOS), root (Android)).
- ► When near sources of strong electrical interference (e.g. theft prevention systems, body scanners, metal detectors…), check that the settings you have changed in the app have taken effect and that no notifications are displayed.
- ► The functions of the app control the behaviour of the component. Select the appropriate function for the current indications for use.
- ► After switching MyModes, functions or changing parameters, always check whether the selected setting corresponds to the desired movement type before taking the first step.
- ► Before changing any settings, check that the correct component has been selected.

4 Indications for use

The connectgo app is an optional accessory for medical devices, enabling fine-tuning and activation of MyModes on microprocessor-controlled lower limb components. It also includes services for reading and providing usage data and for synchronising this data with web services, a database and a web portal as part of the OB Cloud.

The connectgo app does not provide information that is used to make decisions for diagnostic or therapeutic purposes and is not intended for the monitoring of physiological processes.

5 System Requirements

For information on compatibility with mobile devices and versions, refer to the information in the Apple App Store or Google Play Store.

6 Use

Information on the app

- The app can be downloaded free of charge from the respective app store (Apple App Store, Google Play Store). Enter the following search terms: Ottobock, connectgo.
- The language of the user interface can be set when the app is first launched and subsequently in the app.
- The serial number of the component to be connected has to be registered with Ottobock the first time it is connected. If the registration is not accepted, the app cannot be used for this component.
- The illustrations in these instructions for use are only examples and may deviate from the respective mobile device being used, the version of the app and the version of the component.
- Large font sizes in combination with small screens can cause text on the screen to be cut off or illegible. Information about the functions of the controls and adjustment parameters in the app is provided in these instructions for use.
- Always keep the operating system of the mobile device on which the app is installed up to date.
- Keep the app up to date at all times.
- Please contact the product manufacturer if you suspect cybersecurity problems with the product.

7 Establish the initial connection between the app and the component

INFORMATION

After the initial connection to the component has been established successfully, the app will connect automatically each time it is started. No further steps are required.

The following points need to be observed before establishing the connection:

- The Bluetooth function of the component must be switched on (see page 32).
- Bluetooth of the mobile device must be switched on.
- The mobile device must not be in "flight mode" (offline mode), otherwise all wireless connections are turned off.
- **The mobile device must be connected to the Internet.**
- A blue LED on the component flashes when the Bluetooth function is switched on and the component is in connection mode. The LED lights up blue when the connection to the mobile device has been established.
- The serial number and Bluetooth PIN of the component being connected must be known. They are found on the enclosed Bluetooth PIN card. The serial number begins with the letters "SN". If you lose this card, please contact qualified personnel.

7.1 Activating the connection mode on your component

To establish a Bluetooth connection, a "connection mode" must be activated on the component. In this mode, the component's Bluetooth function is switched on and the Bluetooth name is made visible for approx. 2 minutes so that it can be recognised by a mobile device while searching.

The following ways to activate connection mode are available:

- Rotate the component with the sole of the foot upwards by 180° (sole down – sole up) until an acoustic signal is emitted or a vibration signal is perceptible. If a MyMode is activated on the component, the battery charger must be connected and disconnected again on the C-Leg, Genium, Genium X3 and Meridium components. With the Genium X4 component, the "flip" function also works in MyModes.
- Connect the battery charger/charging adapter to the component and disconnect it again after about 5 seconds.

- If the component has a button for switching on Bluetooth, press it briefly. If the Bluetooth function is switched off, press and hold the button to switch it on.

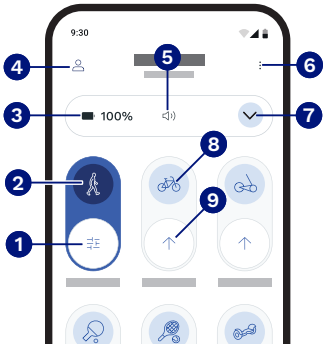
7.2 Starting to establish an initial connection

1) Tap the icon for the connectgo app ( ).
   → The terms of use and privacy policy are displayed.
2) You have to agree to the terms of use by ticking the checkbox.
3) Tap the **Accept** button.
   → The country selection screen is displayed.
4) Enter your country of permanent residence or select it from the list.
5) Tap the **Accept** button.
6) Once confirmed, the welcome screen appears.
7) Tap the **Connecting the component** button.
   → The search for available components starts. The animated icon is displayed while the search is running.
8) From the components that are shown, select the desired component based on the serial number and tap the **Connect** button.
   → The connection to the component is being established.
   → Always keep the mobile device screen active while establishing the connection. It must not switch off, otherwise the connection will be interrupted.
9) Follow the subsequent instructions on the screen.

→ Feedback signals are emitted by the component to indicate data transmission.

→ After a connection is successfully established, the main menu is displayed with the status of the connected component (see page 10).

8 Operating elements for the app



1. Change settings of the activated mode (basic mode or MyMode) by tapping the icon (see page 20 to adjust basic mode , see page 26 to adjust MyMode).
   Depending on the component, some MyModes cannot be changed.
2. Activated mode **Basic Mode**.
3. Battery charge level. When the rechargeable battery is being charged, the icon changes from to: . A notification is also displayed indicating that no settings can be changed.
4. Indicates whether you are logged in to your Ottobock ID account or not. An Ottobock ID account is required to record activity data (see page 33).
5. (Component-dependent) Indicates whether the feedback signals are switched on or off. To adjust the settings, expand the status bar and tap the **Audio settings** menu item (see page 12).
   If the or icons are displayed, an error has occurred in the component (see page 12).
6. Display information for the user app, change the user interface language.
7. Expand the status bar to view additional settings or to display a description of the component error (see page 12).

8 Available MyModes. In this example, only the basic mode is activated. The MyModes are deactivated.

9 The mode (basic mode or MyMode) is activated by sliding the switch upwards and holding it briefly.

8.1 Menu bar at the bottom of the screen

Depending on the component connected, the following menu items can be displayed at the bottom:

- **Training mode (Kenevo)**
  Enable feedback signals for specific movement patterns (see page 28)
- **Set the heel height (Meridium)**
  Setting the heel height (see page 29)
- **XXX Component steps**
  Access the activity measurement with the component. This requires you to register for an Ottobock ID account.
  Ottobock ID account (see page 33)
  Activity measurement (see page 34)

8.2 Status bar below the component name

The following information about the connected component is displayed in the status bar:
100% Battery charge level in %
If the icon is not displayed, the connection to the component has been lost (see page 38)
The battery charger is connected and the rechargeable battery is charging
Feedback signals have been switched on (component-dependent)
Feedback signals have been switched off (component-dependent)
If the or icon is displayed, an error has occurred in the component (see page 12).
Expand the status bar to display additional menu items or information about errors.

8.3 Expanded status bar

When the status bar is expanded by tapping the icon, the following options are available:

Silent (component-dependent)
Turn off all feedback signals (sound and vibration). However, signals are still emitted if an error occurs in the component.

Audio settings
Volume: Change the volume of the confirmation signals.
The volume of error signals cannot be changed.
Pitch (component-dependent): Change the pitch of the confirmation signals.
The pitch of error signals cannot be changed.

Component status
Bluetooth function of the component: Switch off the Bluetooth function of the component (see page 31).

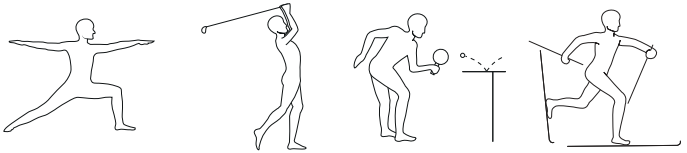
Manage components
Establish, disconnect or switch connections between components (see page 30).

8.4 Display of component errors

⚠ Information not requiring immediate action
⚠ Minor error in the component, the rechargeable battery of the component is empty or the rechargeable battery of the component is being charged (battery charger/charging adapter connected)
⚠ Severe error in the component (safety mode is active), the rechargeable battery of the component is empty or the rechargeable battery of the component is being charged (battery charger/charging adapter connected)

If an error occurs in the component, the rechargeable battery of the component is empty, the rechargeable battery is being charged or maintenance is due, this is displayed with additional information.
If only the error icon is displayed in the status bar, tap the icon to view a description of the error.

9 MyModes



MyModes are intended for specific types of movement or posture (e.g. golf, table tennis, etc.). Qualified personnel can enable and configure these in addition to basic mode using the adjustment app. The MyModes can be switched using the user app or movement patterns. Switching by using movement patterns has to be activated by qualified personnel in the adjustment app.
Settings can also be adjusted via the user app.

Information for switching the MyModes

- It is always possible to switch back to basic mode by connecting/disconnecting the battery charger/charging adapter or by switching the component off and on again.
- Before the first step, always check whether the selected mode corresponds to the required motion type.
- Check whether the battery charger is connected. Changing the mode is not possible when the battery charger is connected.
- Check whether a connection to the component has been established on the mobile device.
- Check whether the correct component has been selected on the mobile device.
- If the **Volume** parameter is set to **0**, there are no acoustic signals.
- To switch MyModes using the app, the Bluetooth function of the component must be switched on (see page 32).

9.1 Activating MyMode

INFORMATION

Mode change failed display
An attempt was made to switch to a different MyMode while the component was in motion (e.g. while walking). For safety reasons, switching MyModes is permitted only when components are at rest, e.g. while standing or sitting.

Once a connection to a component has been established, the user app can be used to switch between MyModes.

► Activate the corresponding MyMode by sliding the switch upwards and holding it briefly.
→ The component emits a confirmation signal (acoustic and vibration) to indicate correct switching.

9.2 MyMode "Training mode"

(The knee joint is locked during the stance phase, enabling the swing phase to be initiated)

When the **Training mode** MyMode is activated, the hydraulics use high flexion resistance to stabilise the joint in the stance phase; the joint is released in the swing phase so that the leg can swing forward freely.
In this mode, walking down stairs or a ramp is only possible one step at a time (affected leg first).
Exit training mode by selecting either a different mode (MyMode or basic mode) or by switching the component off and on again.

9.3 MyMode "Freeze position"

(The knee joint is permanently locked)

When the **Freeze position** MyMode is activated, the knee joint is locked in its current position and cannot be moved in the flexion nor the extension direction.
► To activate the lock, flex or extend the knee joint to the angle where it should be locked.
→ A confirmation signal is emitted to indicate activation of the lock.
→ The knee joint is locked in the flexion and extension directions.
Deactivate the lock by selecting a different mode (MyMode or basic mode) or by switching the component off and then on again.

9.4 MyMode "User defined"

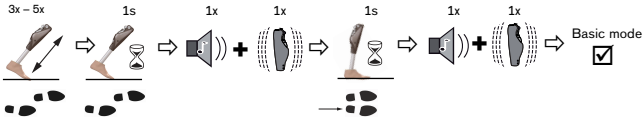
This MyMode is intended for specific motion patterns or postures (e.g. cross-trainer, golf or yoga, ...). This MyMode can be configured individually by qualified personnel using the adjustment app. Settings can be adjusted via the user app.

9.5 Switching back to basic mode using a movement pattern

Information on switching

- Regardless of the configuration of the MyModes in the adjustment app, it is always possible to switch back to basic mode using a movement pattern.
- It is always possible to switch back to basic mode by connecting/disconnecting the battery charger/charging adapter.
- Before the first step, always check whether the selected mode corresponds to the required motion type.
- If no confirmation signals are emitted during switching, either the switching requirements have not been met or the volume is muted in the app (Querying the status of the component).

9.5.1 C-Leg



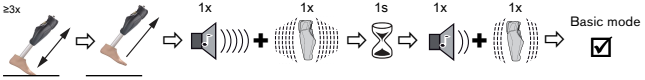
1) Position the prosthetic leg slightly to the rear (step position).
2) While maintaining constant contact with the floor, bounce on the forefoot at least three times but not more than five times.
3) Keep the prosthetic leg still in this position (lunge position) for about 1 second without lifting the leg. Taking the weight off is not necessary.
   → A beep and vibration signal is emitted to confirm that the movement pattern has been recognised.
   INFORMATION: If this confirmation signal is not emitted, the requirements were not met while bouncing the forefoot.

4) Bring the prosthetic leg towards the contralateral leg, set it down and keep it still for approx. 1 second.

→ A confirmation signal is emitted to indicate that the prosthesis has successfully switched over to basic mode.

INFORMATION: If this confirmation signal is not emitted, the leg with the prosthesis was not correctly moved towards the contralateral leg and kept still. Repeat the process to switch modes correctly.

9.5.2 Genium/Genium X3

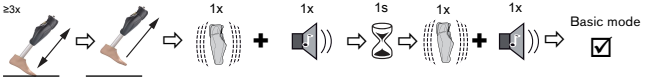


1) Position the prosthetic leg slightly to the rear (step position).
2) While maintaining constant contact with the floor, and with the leg extended, bounce on the forefoot three or more times.
3) Fully unload and keep the prosthetic leg still in this position (step position).
   → A beep and vibration signal is emitted to confirm that the movement pattern has been recognised.
   INFORMATION: If this confirmation signal is not emitted, the requirements were not met while bouncing the forefoot.
4) After the confirmation signal is emitted, keep the prosthetic leg extended and still for 1 second.

→ A confirmation signal is emitted to indicate that the prosthesis has successfully switched over to basic mode.

INFORMATION: If this confirmation signal is not emitted, the leg with the prosthesis was not kept still correctly. Repeat the process to switch modes correctly.

9.5.3 Genium X4



1) Position the prosthetic leg slightly to the rear (step position).
2) While maintaining constant contact with the floor, and with the leg extended, bounce on the forefoot three or more times.

3) Keep the prosthetic leg still in this position (step position) without placing weight on it.
   → A single vibration signal and acoustic signal will be emitted to confirm that the movement pattern has been recognised.
   INFORMATION: If this confirmation signal is not emitted, the requirements were not met while bouncing the forefoot.
4) After the confirmation signal is emitted, keep the prosthetic leg extended with no load.

→ A confirmation signal is emitted to indicate that the prosthesis has successfully switched over to basic mode.
INFORMATION: If this confirmation signal is not emitted, the leg with the prosthesis was not kept still correctly. Repeat the process to switch modes correctly.

9.5.4 Meridium

1) Hold the prosthetic leg under the body.
2) Using the heel of the prosthetic foot, knock on a solid obstacle behind you (e.g. a wall) at least three times, but no more than five times. You can also knock against the tip of the shoe on the contralateral leg.
   → A beep and vibration signal is emitted to confirm that the movement pattern has been recognised.**INFORMATION: If this confirmation signal is not emitted, the knocking was not recognised.**
3) Lean the prosthetic foot backwards slightly and shift your weight onto your forefoot.
   INFORMATION: When the prosthetic foot is flexed sharply upwards (dorsal), weight can be placed on the heel.
   → A confirmation signal is emitted to indicate that the prosthesis has successfully switched over to basic mode.
   INFORMATION: If this confirmation signal is not emitted, weight was not placed on the prosthetic foot correctly or not for enough time. Repeat the process to switch modes correctly.
4) Remove the load from the prosthetic leg.

→ Basic mode has been activated.

10 Deep sleep mode

In addition to the MyModes for certain movement types, a **Deep sleep mode** mode can be activated using the adjustment app. This is found at the end of all MyModes.
When this mode is activated, the knee joint can be placed into what is known as a deep sleep, in which power consumption is reduced to a minimum. The knee joint offers no functionality in this mode. The safety mode resistance values are activated.

11 Changing component settings

Once an active connection to a component has been established, the settings **of the respective active mode** can be changed.

Information for changing the component settings

- It is not possible to change the component settings nor to switch to a different mode while the rechargeable battery is being charged. Only the charge level of the component can be called up.
  An error message is displayed and the icon appears in the status bar instead of the icon.
- Depending on the component used, the settings for the qualified personnel are listed under **Basic settings**. After making a change, the original setting can be restored by tapping the **Reset** text.
- The everyday behaviour of the component can be changed to a certain extent using the app. This updated setting is displayed in the adjustment app.
- If the **Manual locking function** function (complete locking in the flexion direction) has been activated for some components by tapping the knee joint three times, no settings can be made in basic mode.
  To adjust the settings, this lock must be deactivated by tapping three times.

12 Adjusting basic mode

These settings control the dynamic behaviour of the component in the normal gait cycle. Some parameters also act as basic settings for automatic adjustment to the current motion situation (e.g. ramps, slow walking speed, …).

► If the basic mode is not activated, activate it by sliding the switch upwards and holding it briefly.
→ The component emits a confirmation signal (acoustic and vibration) to indicate correct switching.

Changes can be made after tapping the ⚙ icon.

12.1 Functions in basic mode

INFORMATION

The availability of the adjustment options depends on the component and the settings configured by qualified personnel using the adjustment app.

Stance function

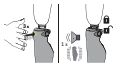
This function enables relaxed standing even on uneven ground or ramps, as the knee joint is locked in the flexion direction and can bear full weight.
Activate lock: The knee joint is at rest and under load.
Deactivate lock: A forward or backward rollover, extending or unloading the knee joint.

Stance function sensitivity parameter (component-dependent):
The higher the value is set, the easier it is to activate and deactivate the stance function.

Sitting function

The flexion resistance is reduced after two seconds in a sitting position. This allows the lower leg to move along during a change of position.
Adjustment option (component-dependent):
At level 0, the flexion resistance is at its lowest. At the highest level, it corresponds to the set **Flexion resistance** parameter.

Manual locking function



When the function is activated, the extended knee joint can be locked and unlocked again by tapping three times at knee height.
A confirmation sound is heard when locking/unlocking.

Stairs and obstacle function

A specific movement pattern makes it possible to climb stairs step-over-step and overcome obstacles without active support from the knee joint.
Further information can be found in the instructions for use of the respective component.

Intuitive cycling feature

After at least two pedal rotations, the knee joint switches to cycling mode. When dismounting, the knee joint switches back to its original flexion resistance and can be loaded safely.
When this function is deactivated, a MyMode has to be configured for cycling, which is activated using the user app or a movement pattern.

12.1.1 Kenevo

Bicycle ergometer

This change of the knee and leg angle is recognised from a sitting position after a few pedaling motions, followed by automatically switching to minimal resistances in the extension and flexion directions (indoor bicycle mode). When the feet are taken off the pedals and set down on the ground, the component switches back to the original resistances (basic mode).
It is switched off automatically when the prosthetic foot is set down on the ground.
When the function is activated, the indoor bicycle mode can also be switched on manually using the **Bicycle ergometer** MyMode.

Wheelchair function

This function makes it possible to lock the knee joint in any extended position while sitting down. This is particularly useful in order to keep the foot from dragging on the ground when the user is being transported in a wheelchair.

Donning function

If the knee joint is not loaded for a few seconds after disconnecting the charger, the prosthesis can be flexed. Flexion makes putting on the prosthesis easier. Ending knee flexion or loading the prosthesis immediately reactivates the configured operating state. This function can be activated in mode A, B or B+.

12.1.2 Genium X4

Preflex

Causes slight knee flexion at heel strike. This makes initiating stance phase flexion easier, improves shock absorption and facilitates forward movement.

Start-to-walk

Makes it easier to go from standing to walking with the prosthesis side and to walk in tight spaces.

Dynamic backward movement

The **Dynamic backward movement** function makes it possible to walk backwards more quickly without excessive flexing of the knee joint. This is achieved by increasing the flexion resistance while walking backwards.
The joint is locked when the locking angle is set to between 15° and 30°. If the locking effect is bothersome, the maximum angle can be set.

Optimised ascent

This function makes it easier to walk up ramps by automatically increasing the Preflex value depending on the angle of the ramp, making an easier rollover possible by shortening the stride and leg length.

Supported sitting down

To provide additional support when sitting down, the resistance can be increased as the flexion angle increases.

Setting:
Level 0: No increase. The resistance corresponds to the value of the **Flexion resistance** parameter.
Levels 1 through 3: The increase in resistance is greater the higher the level.

Feedback – stance release

Signal after correctly and reliably initiating a swing phase.

Locked stance phase

When this function is activated, the joint is locked during the stance phase but initiates a swing phase.
Walking down stairs and ramps step-over-step with knee flexion is therefore not possible.
To enable knee flexion while sitting down, the prosthesis must be loaded and the hip must be moved quickly and briefly to the back.

12.1.3 Meridium

Stair Function

Support when walking down stairs step-over-step. The prosthetic foot can be placed flat on the step, enabling a rollover.

12.2 Parameter in basic mode

INFORMATION

The availability of the adjustment options depends on the component and the settings configured by qualified personnel using the adjustment app.

Flexion resistance

Resistance that counteracts knee flexion. Takes effect in the stance phase, when descending stairs or ramps or when sitting down.

Low value: easier, faster flexion.
High value: slower, more controlled flexion.

Swing phase flexion angle

Maximum flexion angle in the swing phase. It is approximately 65° for a physiological gait, regardless of the walking speed.

Low value: less ground clearance
High value: The leg continues to swing up and you have to wait longer for the leg to come forward.

Flexion resistance plus

Resistance at the beginning of the stance phase, provided that a swing phase was initiated beforehand.

Increase the resistance if excessive flexion occurs after ground contact.
Reduce the resistance if sufficient flexion is not achieved.

Walking down ramps/stairs

Greater control when descending ramps and stairs thanks to automatic increase in flexion resistance depending on the knee angle.

12.2.1 Genium X4

Max. stance phase flexion

This parameter limits the maximum flexion of the knee joint immediately after heel strike. This prevents excessive flexing and makes walking more relaxed.

Early stance phase support

This function increases flexion resistance in the early stance phase and makes it possible to walk down flat to medium ramps in a slower and more controlled way. This support is automatically reduced as the slope of the ramp increases to allow natural flexion.

Low value: low resistance
High value: high resistance

Late stance phase support

Adjustment of support when going down ramps and stairs at the end of the stance phase.

Low value: less support at the end of the stance phase for a more dynamic descent. Good residual limb control required.
High value: more support at the end of the stance phase for more control when descending.

12.2.2 Meridium

Heel resistance

Speed of lowering movement of the foot when weight is placed on the heel.
Low value: faster lowering
High value: slower lowering

Roll resistance

Initial speed of the rollover movement.
Low value: faster rollover
High value: slower rollover

13 Adjust MyMode

The parameters in the MyModes describe the behaviour of the component for a specific movement pattern. Damping behaviour is not automatically controlled and adjusted in the MyModes.

► Activate the corresponding MyMode by sliding the switch upwards and holding it briefly.
→ The component emits a confirmation signal (acoustic and vibration) to indicate correct switching.

Changes can be made after tapping the icon.
If this icon is not available in a MyMode, no changes can be made for this MyMode.

13.1 Parameters in MyModes

INFORMATION

The availability of the adjustment options depends on the component and the settings configured by qualified personnel using the adjustment app.

Parameter	Meaning
Basic flexion resistance	Level of flexion resistance when the knee joint begins to flex.
Flexion resistance increase	Determines the speed at which flexion resistance increases as the knee flexion increases. **Low value**: resistance increases more slowly. The point at which the joint locks occurs later. **High value**: resistance increases more quickly. The point at which the joint locks occurs earlier
Flexion locking angle	Flexion angle up to which the knee joint can be flexed before it is locked for further flexion.
Basic extension resistance	Resistance that counteracts knee extension. **Low resistance**: faster extension **High resistance**: slower extension
Locking angle	Angle up to which the knee joint can be extended. **Information:** If this parameter is greater than 0, the knee joint is locked in a flexed position in the extension direction. To unlock it, take your weight off the prosthesis and extend it backwards until the knee joint is fully extended. This may be necessary to switch to basic mode using a movement pattern.
Brake knee	Lock of the knee joint under load in the flexion direction. Lock released when the load is taken off.
Stance release	Stance release can be switched off if it is not required when playing sports or undertaking other activities.
Heel resistance	

Parameter	Meaning
	Plantar flexion damping. How fast the forefoot is lowered when weight is placed on the heel.
Stop angle	Ankle angle from which motion in the rollover direction (in direction of dorsiflexion) is locked. Display in 0.1°. **Low value**: earlier locking **High value**: later locking
Roll resistance	Initial speed of the rollover movement. **Low value**: faster rollover **High value**: slower rollover

14 Training feedback signals (Kenevo only)

Training functions

Feedback signals for specific movement patterns can be activated for training purposes.

Feedback – stance release

Signal after correctly and reliably initiating a swing phase.

Feedback – stance phase flexion (B+/C mode)

Signal immediately after performing stance phase flexion after heel strike.

Feedback – load on prosthesis

Signal if the prosthesis is not loaded evenly, depending on the load.
High tone: load 40 % or less.
Low tone: Load 70 % or higher.
As soon as a load distribution within the above-mentioned limits is achieved, the signal stops.

This signal is also generated when sitting down up to a knee flexion of 30°.
This can be used to practise sitting down evenly.

Feedback – load on prosthesis forefoot - heel

Signal in case of uneven prosthesis load from forefoot to heel.
A continuous acoustic signal is emitted depending on the degree of load on the forefoot and/or heel.
High tone: Forefoot load too high.
Low tone: Heel load too high.
If the forefoot and heel are loaded evenly, the signal stops.

INFORMATION

Deactivating all feedback signals
Tapping the **Deactivate all** button switches off all of the feedback signals that are displayed.

INFORMATION

The **Feedback – load on prosthesis** and **Feedback – load on prosthesis forefoot - heel** feedback signals cannot be activated simultaneously.

15 Setting the heel height

1) Tap the **Set the heel height** option in the bottom line of the main menu.
2) Follow the subsequent instructions on the screen.

16 Managing components

Connections with different components can be stored in the app. A component can only be connected to one mobile device at a time.

INFORMATION

Before establishing the connection, observe the points in the section "Establishing initial connection between app and component" (see page 8).

16.1 Adding component

INFORMATION

If establishing a connection to a component is not possible, perform the following steps:

- ► Delete the component from the app, if applicable (see the section “Deleting a component” (see page 30)).
- ► Add the component again in the app.
- ► Remove the component from the Bluetooth connections of the mobile device (see instructions for use for the mobile device).

1) In the main menu, expand the status bar of the component by tapping the ⌄ icon.
2) Tap the **Manage components** menu item.
   → The search for available components starts. The animated ◌ icon is displayed while the search is running.
3) From the components that are shown, select the desired component based on the serial number and tap the **Connect** button.
   → The connection to the component is being established.
   → Always keep the mobile device screen active while establishing the connection. It must not switch off, otherwise the connection will be terminated.
4) Follow the subsequent instructions on the screen.

→ Once the connection has been established, the component emits a signal after the data has been transferred.
The main menu is then displayed with the status of the connected component (see page 10).

16.2 Deleting a component

1) In the main menu, expand the status bar of the component by tapping the ⌄ icon.
2) Tap the **Manage components** menu item.

3) Tap the text **Edit**.
4) Tap the icon under the component you want to delete.
   → The component is deleted.
5) To finish, tap the text **Done**.

16.3 Switching between components

1) In the main menu, expand the status bar of the component by tapping the icon.
2) Tap the **Manage components** menu item.
   → The previously stored components are displayed.
3) Tap **Connect** on the desired component among the displayed components.
   If the text **Connect** is not displayed, tap the text **Done** first.

→ The connection to the currently connected component is disconnected and the connection to the new component is established.

17 Switching off the Bluetooth function of the component

The Bluetooth function allows a wireless connection to be established between the component and mobile device.
Here you can switch off the Bluetooth feature on the component. When it is switched off, the connection to the component is disconnected immediately. However, the Bluetooth function must be switched on to use the app.

INFORMATION
If a MyMode is activated, the Bluetooth function of the component cannot be switched off.

1) In the main menu, expand the status bar of the component by tapping the icon.
2) Tap the **Component status** menu item.
3) Slide the switch of the **Bluetooth function of the component** menu item to the left (switched off).
4) To switch off the Bluetooth function, tap the **Disable** button displayed in the notification.

→ The Bluetooth function of the component will be switched off immediately, the connection to the app will be disconnected and the blue LED on the component will switch off.

→ The **Switch on Bluetooth** button appears on the screen.
By tapping this button, the Bluetooth function of the component can be switched on without starting the connection mode on the component (connecting/disconnecting the battery charger) and without entering the Bluetooth PIN.

18 Switching on the Bluetooth function of the component

Depending on whether the component is still stored in the app or not, there are two ways to reactivate the Bluetooth function of the component:

Component is still stored in the app

If the component is still stored in the app, the **Switch on Bluetooth** button appears after opening the app.

► By tapping this button, the Bluetooth function of the component can be switched on without starting the connection mode on the component (connecting/disconnecting the battery charger) and without entering the Bluetooth PIN.

The Switch on Bluetooth button is not displayed

If the **Switch on Bluetooth** button is not displayed, the component is no longer stored in the app or the app has been reinstalled.

► Rotate the component by 180° (sole down – sole up) or connect/disconnect the battery charger/charging adapter (see page 8).
→ Bluetooth is switched on for approx. 2 minutes. During this time, the app must be started and a connection to the component established.

→ After establishing a connection, the Bluetooth function of the component is switched on again.

19 Ottobock ID account

An **Ottobock ID** user account gives you access to very useful additional functions in the application. This user account is your very own key to a growing number of new apps, digital features and related services from Ottobock.

Sensors in the component can be used to measure your activities or forward the status data of your component for evaluation.

The number and scope of the functions available with this user account depend on factors such as the country/region and the connected component.

- Not yet logged in to an Ottobock ID account.
  Tap this icon to log in to an Ottobock ID account or register a new one.
- Logged in to an Ottobock ID account.
  Tapping this icon gives you the following options:
- **Log out**: Log out of the Ottobock ID account
- **Account administration**: Manage Ottobock ID account settings, change password or delete account

20 Activity measurement with the component

After logging in to the Ottobock ID account (see page 33), the component can be used for recording personal activity data. This data is stored separately for each day and can be accessed in the **Day, Week, Month** tabs.

When the app is opened, the total steps since the last connection are retrieved from the component and distributed over the time that has elapsed. For technical reasons, the distribution of activities over time is therefore only an estimate. The more frequently the app is used, the more accurate the evaluation.

To ensure that the activities are accurately allocated to specific days, you should connect the component to the app in the morning before starting and in the evening after ending the daily duration of use of the component.

The step counter is only incremented by movements that initiate a swing phase in the component. In particular, small or sideways movements of the leg without initiating a swing phase are therefore not recorded as steps.

INFORMATION

Depending on the component and respective use, not all measured data are displayed.

After tapping the **Component steps** option at the bottom of the main menu, an overview of the steps for the component is displayed.

The steps can be reset by tapping the **Reset** button. This has no effect on the overall steps for the component.

Tapping the **View activity statistics** option opens the display for the distribution of activities by day, week or month.

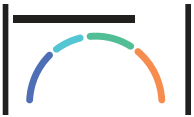
20.1 Activity statistics

This overview shows the distribution of activities with the component for each day, week or month.

Component steps
Total steps recorded per day.

Usage Duration of the Component
Daily operating hours for the component, not including charging time and energy saving function.

20.1.1 Distribution of activities in one day



The **Day tab** displays the activities and their distribution on a given day. This data is automatically reset at midnight.

Component Steps on Flat Surfaces
Includes all steps with stance release that include no special movement patterns such as steps on stairs or ramps, or running steps.

Component Steps Going Down Stairs or Ramps
When walking down ramps and stairs, the knee movements and the resulting adaptations of the component are very similar. These two situations are therefore combined.

Component Steps Going Up Stairs (only with Genium, GeniumX3, Genium X4)
Number of steps walked up stairs alternating step-over-step with the stairs and obstacle function.

Running Component Steps (only with Genium, Genium X3 and Genium X4)
Steps at running speed in basic mode (without manual changeover, spontaneously switching from normal walking to taking steps at running speed is recognised) and steps in MyModes with the **Stance release** function activated.

20.1.1.1 Duration of activities
Analysis of the active time, that is the period of use without time in the function for relaxed sitting. Calculation of the duration for walking on level ground and walking on ramps and stairs based on analyses of the average step duration of users, dependent on the speed and type of step (on level ground, ramp or stairs). MyModes include individually adjustable modes.

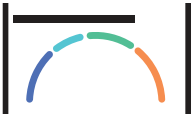
Walking on Flat Surfaces
Calculation of the daily duration for walking on level ground based on analyses of the average step duration of users depending on the speed.

Walking on Stairs or Ramps
Calculation of the daily duration on stairs and ramps based on analyses of the average step duration of users depending on the speed.

Standing with Standing Function
Calculation of the daily duration of standing in the stance function.

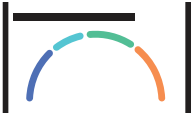
Usage of MyModes
Daily time with the component in MyModes.

20.1.2 Distribution of activities over the course of a week



The **Week tab** displays the activities and their distribution during the selected week.

20.1.3 Distribution of activities over the course of a month



The **Month tab** displays the activities and their distribution during the selected month.

20.2 Information on data usage

As long as you are logged in to an Ottobock ID account in the app, communication with the Ottobock server is established each time the app is opened. The data transfer volume is about 30 KB. Given the average usage frequency of the app (3x daily), the app uses a data volume of less than 3 MB per month. This may lead to additional costs depending on your data rates.

21 Legal information

21.1 Trademarks

All product names mentioned in this document are subject without restriction to the respective applicable trademark laws and are the property of the respective owners.

All brands, trade names or company names may be registered trademarks and are the property of the respective owners.

Should trademarks used in this document fail to be explicitly identified as such, this does not justify the conclusion that the denotation in question is free of third-party rights.

21.2 CE conformity

The product meets the requirements of Regulation (EU) 2017/745 on medical devices. The CE declaration of conformity can be downloaded from the manufacturer's website.

22 Technical data

connectgo app	
Reference number	560X34-1=IOS, 560X34-1=ANDR
Supported operating system	See the information in the respective app store (e.g. Apple App Store, Google Play Store, etc.) regarding compatibility with mobile devices and versions.

connectgo app	
App stores for download	Apple App Store (https://www.apple.com/app-store) / Google Play Store (https://play.google.com/store)

23 Appendices

23.1 Symbols Used

Manufacturer

Declaration of conformity according to the applicable European directives

Medical device

UDI number (Unique Device Identifier)

Article number

Please note the instructions for use

Date of manufacture

23.2 Troubleshooting

Error message/event	Cause	Correction
No connection to the component	A current connection to the component was interrupted	Check the following points: • Distance from the component to the mobile device • Charge level of the component's battery

Error message/event	Cause	Correction
		• If multiple components were stored, was the correct component selected? • Is the component still connected to another mobile device and is this connection still active? • Is the Bluetooth function of the mobile device still active?
Charge level not displayed in the status bar (see page 11)	A current connection to the component was interrupted	1) Close the app completely, do not leave it running in the background. 2) Restart the app by tapping the app icon. → The connection to the component will be re-established.
Unable to establish a connection to this component	–	Check the following points: • The component is no longer in connection mode (see page 8). • Delete the component from the app, if applicable (see page 30). • Add the component again in the app (see page 30). • Remove the component from the Bluetooth connections of the mobile device (see instructions for use for the mobile device).

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