



Quick Start Guide



(513)202-3370



support@bandconnect.net

Getting Started

Welcome to Band Connect!

Hello,

Welcome to Band Connect, your personalized therapy companion, designed to guide your recovery journey and help you achieve the best possible outcomes.

With Band Connect, your home exercise program becomes straightforward and easy to follow. The app provides step-by-step instructions, real-time feedback to ensure correct form, and guidance aligned with what your clinician prescribed during your in-clinic visit.

Your clinician can also monitor your progress, adjust your plan as needed, and ensure your recovery stays on track. Band Connect maximizes your recovery potential and by using this platform consistently, you'll give your care team the insights they need to support your recovery every step of the way.

Remember: bring your kit to every visit—it's an essential part of your care.

Let's get started on the path to recovery, together.

Best wishes,
The Band Connect Team

What to Expect.

You will leverage Band Connect both inside the clinic and at home. Here are the steps that you will take on your recovery journey.

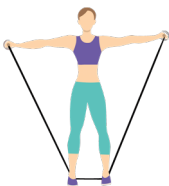
1.



FIRST IN-CLINIC VISIT

Your clinician will set the base-lines for your exercises.

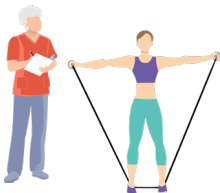
2.



AT-HOME SESSIONS

Perform exercises at home with real-time feedback. Then, complete your assigned assessments.

3.



FOLLOW-UP IN-CLINIC VISITS

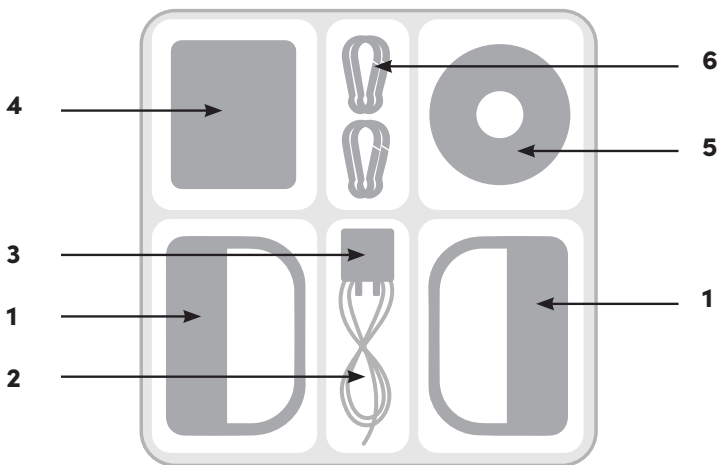
Your clinician reviews progress and updates your home exercise program as needed.

Getting Started

YOUR BAND CONNECT KIT

Your Band Connect Kit contains all the essential components you will need for your recovery journey with Band Connect.

So, let's go over what's inside.



1. Band Connect Handle
2. Charging Cords
3. Charging Block

4. Phone Stand
5. Door Anchor
6. Carabiners

HOW TO DOWNLOAD THE APP

Find Band Connect on the App Store or Google Play to download the app, or scan the QR codes below for direct access.



Look for the Band Connect logo before downloading.

Android Google Play



Google Play

Apple App Store

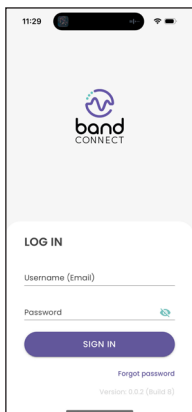


App Store

Getting Started

LOGGING IN

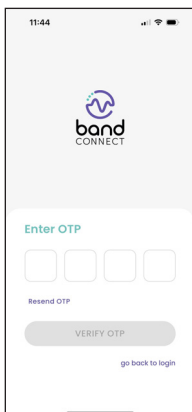
Once the app is downloaded, you can log in to access your treatments within the app.



1. Login to the Band Connect App

Input your username, which is the email you provided to your clinician, and the password you set in the clinic, then select "sign in".

If you don't remember which email you provided to your clinician, please call Band Connect support at (513)202-3370.



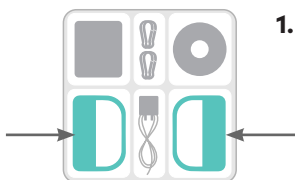
2. Input your One Time Password (OTP)

Once you complete the step above, you will receive an email with a four-digit code that you need to enter each time you log in. This is to keep your account secure.

CONNECTING HANDLES

Your handles are the essential component in your kit. Please see below for how to use them properly and recommended best practices.

1. Find your handles in your kit.



2. Turn on your Cuff.

The Cuff will have a blue light when on.



BLUE

Solid blue indicates that you're connected to your phone.



GREEN

Blinking green indicates charging, while a solid green light indicates the battery is fully charged.



RED

Blinking red indicates low battery.

3. Connect your handles to your phone. Your app will indicate the handles are connected.



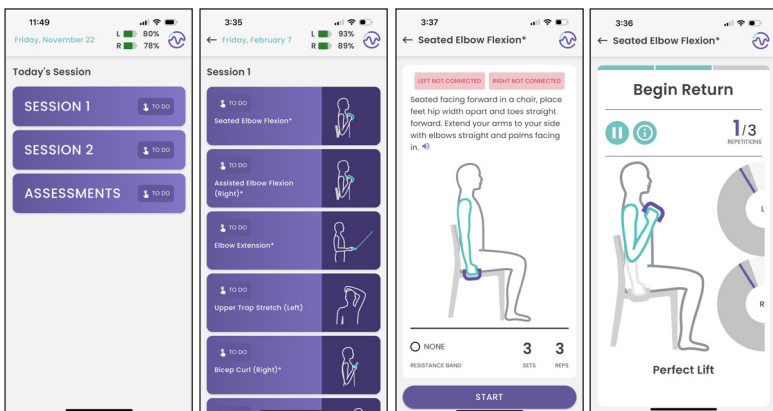
Completing Your Treatment

START YOUR SESSION

Each day you log into the patient app, you will see the treatment that needs to be completed that day, including both the exercise sessions and assessments.

1. Complete Exercise Session #1

First, select Session 1 on the assigned treatment screen to begin. Then follow the prompts to complete all exercises in Session 1.



2. Complete Additional Exercise Sessions

After Session 1, proceed to the next available sessions, if any. Please follow directions from your clinician as to the interval between sessions.

3. Complete all assigned Assessments.

Select "Assessments" on the treatment screen. Follow the prompts to answer the assessment questions as presented.

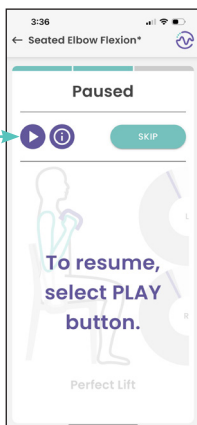
WHAT YOU'LL SEE

The Band Connect app is very simple to use. The next section outlines what you will see while you're completing your assigned treatment.

1. Pausing your session

If interrupted, select the pause button to resume later.

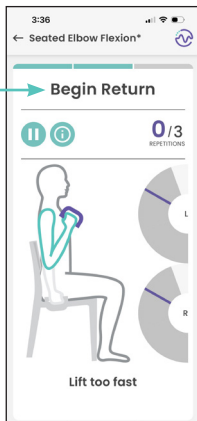
To skip an exercise, pause and select "Skip." Choose a reason from the dropdown menu.



2. Movement Cues

While completing your therapy, you'll see cues such as "too fast," "too slow," "too short," or "too far".

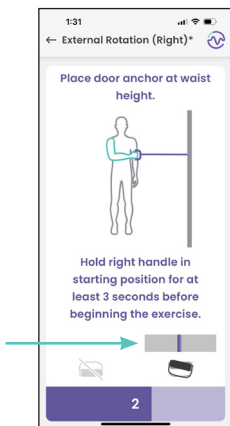
These are to help guide you to recreate what you did in the clinic with your clinician.



Completing Your Treatment

WHAT YOU'LL SEE

The Band Connect app is very simple to use. The next section outlines what you will see while you are completing your assigned treatment.



3. Adjusting Tension

The app ensures that you start with the right starting tension for each exercise that leverages the resistance band.

Use the app's tension bar to match the resistance band tension.



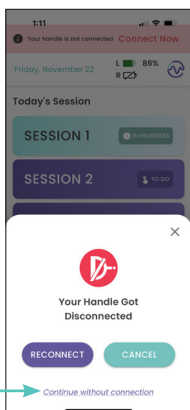
4. Haptic Feedback

Handles buzz to signal when to start, pause, or end movements.

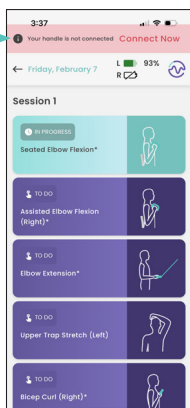
Stronger feedback indicates incorrect handle positioning or movement.

COMPLETING AN UNCONNECTED SESSION

If one or both handles do not connect to the application or get disconnected, you will be prompted to try to connect/reconnect the sensors.



You have the option to select continue to begin an unconnected session.

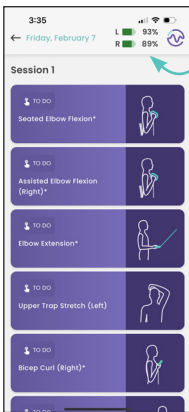


If you decide to continue without the connection, you have the ability to reconnect at any point by selecting "Connect Now".

More About Your Handles.

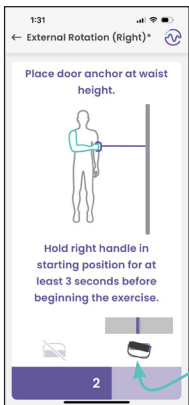
USING YOUR HANDLES

Your handles are a crucial part of your kit. Follow these guidelines to ensure proper use and optimal performance.



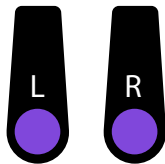
1. Keep Handles Charged

Check the handle charge in the app (upper left corner). Charge handles at least once every 10 days for best performance.

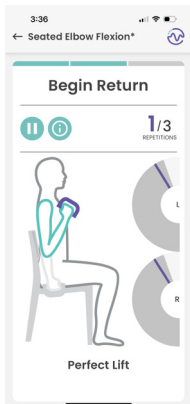


2. Hold Handles Correctly

Ensure your thumbs point towards the purple cover at the top. Use the right handle in your right hand and the left handle in your left hand.

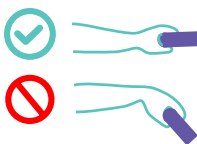


Refer to the app diagrams for the correct starting position for each exercise.



3. Follow Cues

Follow cues and haptic feedback. Pay attention to auditory, haptic and on-screen cues as you do your exercises. Haptics will indicate when to pause or start movement during each exercise.



4. Maintain Wrist Position

Keep wrists straight during exercises, especially with resistance movements.

Avoid bending wrists to ensure accurate movement tracking.



5. Use Steady, Smooth Movements

Avoid shaky, jerky, or rattling movements to prevent errors



We're Here to Help!

Troubleshooting Connectivity

If you're having trouble connecting your Band Connect handles to the app, follow these steps to troubleshoot:

1. Check Handle Status

Make sure your handles are ON, as indicated by a blue light. If the handles won't turn on, they may need to be charged.

2. Charge the Handles

If the battery is completely discharged, the handles won't turn on. Charge them fully before trying to connect again. You will see a solid green light when they are fully charged.

3. Restart the Handles

If the handles are charged and on but still not connecting, turn them OFF and then back ON.

4. Restart the App on Your Phone

Sometimes, closing the app completely or logging out and back in can resolve connectivity issues.

If the handles still won't connect for any reason, continue your exercises in "Unconnected Mode." The app is designed to guide you through your exercises even without handle connectivity. Your clinician will continue to be able to monitor your therapy as well.

FAQs

1. What is Band Connect?

The Band Connect App is designed to guide you through your prescribed exercises step-by-step. Simply log in using your credentials, and follow the on-screen instructions for each exercise session. Your clinician will assign specific exercises tailored to your recovery needs, which will appear in the app on the scheduled days.

2. Why is it important to use the Band Connect app instead of just doing the exercises on my own?

Patients typically have to rely on paper instructions to complete their required home therapy. As a Band Connect user, the app provides personalized directions based on your in-clinic experience, ensuring that you do your exercises correctly with the right form and movements. The app also provides valuable data to your clinician about your activity and progress, allowing them to adjust your treatment plan on an ongoing basis.

3. What do I do if my handles stop working?

There may be times where the handles do not readily connect. The App provides for an “Unconnected Mode”, which allows you to complete your exercises without the Band Connect handles being connected. This helps maintain your routine and ensures continuous progress.

We're Here to Help!

FAQs

4. Can I just use Band Connect for my therapy and stop coming to all my in-person therapy visits?

Please continue attending your therapy visits as usual! Band Connect is designed to complement your in-person sessions, not replace them. It's a tool that works alongside your clinician to optimize your treatment.

5. How often should I charge the Band Connect handles?

You should plan on turning the handles OFF after each usage. Consider charging the handles approximately 2 times per week. The battery indicator located in the Band Connect app shows a low level. It's best to turn off the handles while charging to maintain battery health.

6. Can I skip exercises if I'm having a tough day?

The Band Connect App has Pause and Skip options that you can use if an exercise feels too challenging. However, it's essential to communicate this with your clinician so they can adjust your plan if necessary and provide guidance on how to manage difficult days.

7. What should I do if I forget my password for the Band Connect app?

If you forget your password, you can reset it by selecting the “Forgot Password” option on the app’s login screen. Follow the instructions sent to your registered email to create a new password.

8. Can I keep the kit after therapy?

No, the kit should be returned to the clinic upon completion of your therapy. Your clinician will provide instructions on how to return it.

ARE YOU HAVING TROUBLE?

Please email us at support@bandconnect.net or give us a call at (513)202-3370. We’re here to help!

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and receiver; connect the equipment into an outlet on a circuit different from that to which the receiver is connected; Consult the dealer or an experienced radio/TV technician for help.

FCC RF Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions (worn directly on the body) without restriction.

The Belkin dual-output power adapter, Model F8Z240, was used for safety testing and is the recommended USB wall charger for use with the device. This charger is not supplied with the device.

